

## Pre Authorisation Amount FAQs

### 1. What is pre authorisation amount?

A pre-authorisation is a temporary hold of a specific amount of the available balance on a credit or debit card until the merchant performs a settlement of which the actual amount charged shall be posted to the cardholder's account.

Subsequently, debit card members do not have to wait for 48 hour pre-authorisation hold when you use your Maybank debit card at PETRONAS & Shell stations. This means an immediate release of RM200 pre-authorisation hold upon the completion of refueling your vehicle.

*Note: Immediate pre-authorisation hold release is applicable to Maybank Visa and MasterCard Debit Cards at PETRONAS stations, and Maybank Visa Debit Card only at Shell station.*

### 2. Is the amount deducted from my available balance of credit limit?

Yes, this amount will be earmarked from the available balance of your credit limit until settlement is performed by the merchant on the actual amount charged.

### 3. If the merchant failed to do settlement what will happen to the pre authorisation amount?

The pre authorisation will drop subject to pre-authorisation period set by the Issuer and the funds will be released back to the cardholder account

### 4. What will happen should there be double transaction for the same amount?

Kindly report to the Bank should you notice that there had been duplicate charge in your statement within the stipulated timeframe. The bank will verify cardholder statement against the transaction date and amount. If found genuine, the Bank shall drop the amount manually.