



Maybank Diamanté Metal Visa Infinite Privileges Terms and Conditions

General

All prices are quoted in Singapore Dollars, unless otherwise stated. The Maybank TREATS Points Rewards Programme General Terms and Conditions apply - please visit maybank.sg/rewards for details. All payments must be made with a Maybank Diamanté Metal Visa Infinite Card ("Card"). In these Terms and Conditions, a "Cardmember" shall mean a cardmember who holds a valid Card. Maybank may vary, delete or add to any of these Terms and Conditions, or withdraw, suspend or discontinue the privileges at any time without any notice or liability to any person. All privileges are subject to the terms and conditions of participating merchants which may change from time to time without notice. All privileges are not valid in conjunction with other promotions, in-house offers, discount cards, loyalty programmes and vouchers offered by Maybank or a participating merchant unless otherwise stated. All visuals used are strictly for illustrative purposes and are not representative of actual goods/services provided. Maybank is not the supplier of the good(s) or service(s) and makes no representation as to the quality of the good(s) or service(s) provided. Maybank and/or Visa are not responsible for the failure of any participating merchant to provide the privileges and benefits stated herein to any Cardmember, or recognise and accord a high standard of service, to any Cardmember. Maybank will not be liable to any Cardmember or any third party for any loss, damage, cost or expense suffered or incurred by a Cardmember or any other person arising from or in connection with any of the privileges or promotions, or the termination or substitution of any service provided by any participating merchant. In the event that a Cardmember's Card account is closed or terminated by whichever party for whatever reason within twelve (12) months from the date of the opening of the Card account, Maybank reserves the right to claim from the Cardmember an amount equivalent to the prevailing annual fee for the Card account as well as the value of all utilised privileges and benefits of the Card, and Maybank may debit such amounts from the Card Account prior to the closure or termination of the Card account or deduct it from any other account that the Cardmember maintains with Maybank. By participating in or enjoying a privilege, a Cardmember agrees to abide by the terms and conditions attached to such privilege as stated herein.

All information contained herein is correct at the time of print and is subject to change without prior notice. These privileges/offers are valid till 31 December 2024 unless otherwise stated, where such validity period may be varied by Maybank at its discretion at any time without any notice or liability to any person.

TREATS Points

Notwithstanding anything to the contrary stated in the Maybank TREATS Points Rewards Programme General Terms and Conditions, a Cardmember may accumulate up to a maximum of 2,000,000 TREATS Points. TREATS Points will not be awarded in respect of any Card transaction that Maybank deems to be a corporate/commercial transaction. In the event that a Card transaction is cancelled or reversed by any party for any reason or if TREATS Points were awarded in respect of any transaction that Maybank deems to be a corporate/commercial transaction, Maybank shall have the right to reverse all TREATS Points awarded for that Card transaction.

Except where otherwise indicated, the Maybank TREATS Points Rewards Programme General Terms and Conditions apply. The terms and conditions governing a Cardmember's Card Account shall also apply.

Accelerated TREATS Points

A principal Cardmember may acquire accelerated TREATS Points on foreign dollar spend and airline booking, where TREAT Points may be awarded in blocks of S\$5 as follows:

- 10X TREATS Points on foreign dollar spend (4 Air Miles), applicable up to 30 September 2024;
- 5X TREATS Points on foreign dollar spend (2 Air Miles), applicable after 30 September 2024;
- 10X TREATS Points on airline booking (4 Air Miles), capped at S\$10,000 per calendar month.

Accor Plus Explorer Membership

By paying the annual fee for the Card, a principal Cardmember will be eligible to receive the Accor Plus Explorer Membership.

100,000 Air Miles

By paying the annual fee for the Card, a principal Cardmember will be eligible to receive the 100,000 Air Miles which will be awarded in the form of 250,000 TREATS Points within 90 days from the date of the opening of the Card account and/or when annual fee is charged.

Airport Limousine Transfer

This privilege is only for Maybank Private clients who have assets under management of at least USD1million with Maybank Private, Singapore. A Maybank Private client with less than USD1million of assets under management with Maybank Private, Singapore who wishes to enjoy this complimentary Airport Limousine Transfer privilege will have to charge a minimum amount in eligible retail spending of S\$3,000 in a calendar month to his/her Maybank Diamanté Metal Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions[^].

Each eligible principal Cardmember is entitled to only **12 one-way transfers per calendar year**. Only **one (1) vehicle** will be used per transfer. Travelling companions and luggage(s) are to be kept to the recommended capacity of the vehicle. The travelling companions must be travelling on the same flight as the Maybank Private client. Only **one (1) vehicle** will be used per transfer. This Airport Limousine Transfer privilege is non-transferable.

The Maybank Private client acknowledges that the Airport Limousine Transfer services will be managed and provided by a third party vendor engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of the third party vendor's services*.

Day-pass to Gym and Pool at Parkroyal Collection Marina Bay

This privilege is only for Maybank Private clients who have assets under management of at least USD1million with Maybank Private, Singapore. A Maybank Private client with less than USD1million of assets under management with Maybank Private, Singapore who wishes to enjoy this complimentary Day-pass privilege will have to charge a minimum amount in eligible retail spending of S\$3,000 in a calendar month to his/her Maybank Diamanté Metal Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions[^].

Each eligible principal Cardmember is limited to only **six (6) Day-passes per calendar year**. Only one Day-pass may be redeemed each time. This Day-pass privilege is non-transferable.



Once an appointment for a Day-pass to the Parkroyal Collection Marina Bay gym and pool is made, any changes or cancellations must be communicated to Maybank at least two (2) business days prior to the appointment date, failing which a “no-show” fee of S\$50⁺ per person will be charged to the Maybank Private client.

The Maybank Private client acknowledges that the Day-pass will be managed and provided by a third party engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of the third party vendor's services*.

JetQuay's Quayside Service

This privilege is only for Maybank Private clients who have assets under management of at least USD1million with Maybank Private, Singapore. A Maybank Private client with less than USD1million of assets under management with Maybank Private, Singapore who wishes to enjoy this complimentary JetQuay Quayside Service privilege will have to charge a minimum amount in eligible spending of S\$3,000 in a calendar month to his/her Maybank Diamanté Metal Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions[^].

JetQuay's Quayside Service is a meet-and-greet service with buggy transfer from the main terminals to the CIP Terminal with dedicated immigration clearance, check-in facility, baggage handling and JetQuay lounge amenities.

Each eligible Maybank Private client is entitled to only six (6) Quayside single trip services per calendar year. A single trip service refers to either an arrival service or a departure service. All six (6) Quayside single trip services must be utilised by the end of the calendar year and no 'carry forward' of any un-utilised trip will be permitted, unless otherwise stated. The Maybank Private client is entitled to bring an additional one (1) travelling companion only, and such companion must be travelling on the same flight as the Maybank Private Client. This Quayside Service privilege is non-transferable.

Complimentary car parking at JetQuay's premises will be extended to Maybank Private clients who utilise the Quayside Service for both arrival and departure. Such complimentary car parking is available for a maximum of three (3) days only and parking is subject to availability. Additional parking charges apply at S\$30⁺ per day. The complimentary car parking is non-transferable. (Please note that complimentary car parking will be temporarily unavailable after September 2024.)

All passengers are subject to the respective airlines' conditions of carriage for passengers and baggage. In addition, JetQuay's baggage handling service is limited to two (2) standard-sized check-in baggages per passenger. Baggage handling service for additional baggage is charged at S\$50⁺ per bag.

The number of persons in the Maybank Private client's receiving/sending-off party(ies) (non-travelling persons) is limited to 2 persons per booking and such receiving/sending-off party(ies) are to wait at the designated waiting area at JetQuay's CIP Terminal. Non-travelling receiving/sending party(ies) will be charged S\$50⁺ per pax (subject to taxes) for consuming F&B at the JetQuay lounge.

Any changes or cancellations must be communicated to JetQuay at least forty-eight (48) hours prior to flight departure/arrival time. Late cancellations (less than forty-eight (48) hours prior to flight departure/arrival time) and “no-shows” will be charged to the Maybank Private client at S\$450⁺ per person.

The Quayside services are available only for passengers travelling through Changi Airport Terminals 1, 2, 3 and 4. Departure service is not available for passengers travelling on United Airlines and Delta Airlines. Arrival and departure services are not available for all low-cost carriers. Restrictions apply for certain airlines. Please contact JetQuay for more information. JetQuay reserves the right to reject any customer who has not made prior reservations.

JetQuay's tariff of S\$450+ per person for a Quayside single trip service will apply to redemptions during Public Holidays and eve of Public Holidays in Singapore and the following blackout dates:

- New Year: 30 December 2023 - 2 January 2024
- Chinese New Year: 8 - 14 February 2024
- Airshow: 19 - 15 February 2024 Formula One: 18 - 24 September 2024
- Christmas: 23 - 26 December 2024
- New Year: 30 December 2024 - 2 January 2025
- Chinese New Year: 27 January - 1 February 2025

JetQuay reserves the right to amend the blackout dates without any prior notice or liability whatsoever towards any person.

Rates are subject to prevailing GST and surcharges for arrivals or departures from 2200hrs to 0700hrs. There will be no charge for children aged 0 to 24 months. Any child above 24 months of age will be considered one (1) full passenger.

The Maybank Private client acknowledges that the Quayside Service will be managed and provided by JetQuay, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of the Quayside services*.

Airport Meet-and-Greet

This privilege is only for Maybank Private clients who have assets under management of at least USD1million with Maybank Private.

The eligible Maybank Private client is entitled to complimentary Airport Meet-and-Greet services at the airports of the following countries: China (Beijing, Shanghai and Hong Kong), India (New Delhi and Mumbai), Indonesia (Jakarta), Malaysia (KLIA), Philippines (Manila), Thailand (Bangkok), United Kingdom (London) and Vietnam (Hanoi and Ho Chi Minh). The list of countries is subject to change by Maybank from time to time at its sole and absolute discretion.

The number of Airport Meet-and-Greet services is limited to **six (6) times per calendar year and up to three (3) accompanying guests each time**. All Meet-and-Greet services must be utilised by the end of the calendar year and no 'carry forward' of any un-utilised service will be permitted, unless otherwise stated. To arrange a complimentary Airport Meet-and-Greet service, a booking must be made at least three (3) days prior to the date of departure/arrival. The booking of the complimentary Airport Meet-and-Greet service is only confirmed upon an email or call-back notification from Maybank to the Maybank Private client. Late cancellations (less than forty-eight (48) hours prior to flight departure/arrival time) and "no-shows" will be charged at the full price as may be determined by Maybank from time to time.

The Maybank Private client acknowledges that the Airport Meet-and-Greet services will be managed and provided by a third party vendor engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of the third party vendor's services*.

Priority Pass™ Membership

A principal Cardmember may enjoy a complimentary Priority Pass™ Membership for the first year by submitting an online application via the dedicated URL unique to Maybank on the Priority Pass™ website.

A principal Cardmember who holds a valid Priority Pass™ Membership will be entitled to **unlimited complimentary lounge visits in a membership year**. For the avoidance of doubt, the complimentary lounge visits only allow the Principal Cardmember and only one accompanying guest to access the participating lounges at no additional cost. For each additional guest to access the participating lounge, Priority Pass (A.P.) Limited will charge to the principal Cardmember's Card USD\$35 (or the prevailing rate which can be accessed at www.prioritypass.com) per person per visit.

A principal Cardmember is required to show the digital Priority Pass™ Membership Card stored digitally on the Priority Pass app installed on the principal Cardmember's mobile device when visiting any of the participating airport lounges. The principal Cardmember is also required to sign an acknowledgment slip indicating the terms of lounge usage, i.e. the date of lounge access and the number of accompanying guests accessing the lounge. In case of any dispute, this acknowledgment will be considered conclusive evidence.

In the event that a principal Cardmember's Card is cancelled, his/her Priority Pass™ Membership (if any) will also be cancelled and any outstanding charges incurred will be billed to the principal Cardmember. There will be no reinstatement of the Priority Pass™ Membership once it is cancelled for any other reason. Any lounge visits made by a Principal Cardmember and his/her accompanying guest(s) subsequent to the cancellation of the principal Cardmember's Card and/or the Priority Pass™ Membership will be charged to the principal Cardmember.

For the avoidance of doubt, the supplementary cardmember of a Maybank Diamanté Metal Visa Infinite Card is not eligible to apply for the Priority Pass™ Membership. Only Maybank Diamanté Metal Visa Infinite principal Cardmembers may apply for the Priority Pass™ Membership.

The Maybank Private client acknowledges that the Priority Pass™ Membership, and the services utilised by the Maybank Private client, will be managed and provided by a third party vendor engaged by Maybank from time to time at its sole and absolute discretion, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of the third party vendor's services.

Priority Pass (A.P.) Limited's terms and conditions apply.

Global Concierge Services

Complimentary Global Concierge Services are available to all Maybank Private clients and are offered twenty-four (24) hours a day, seven (7) days a week.

Where goods and/or services have been arranged by the Global Concierge Services staff at the Maybank Private client's request, such Maybank Private client shall be responsible for all costs, charges (including cancellation charges where applicable) and expenses for the goods and/or services acquired on his/her behalf. Such costs, charges and expenses will be charged directly to the Maybank Private client.

Global Concierge Services staff have the right to reject any request in the event that it contravenes or breaches or could potentially contravene or breach any applicable law, rule, sanction or regulation in force.



The Maybank Private client acknowledges that the Global Concierge Services, and the goods and/or services acquired or utilised by the Maybank Private client, will be managed and provided by third party vendors, and the Maybank Private client further agrees that he/she shall not hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Maybank Private client as a result of any third party vendor's goods and/or services*.

Seven Clean Seas

A new principal Cardmember paying the annual fee for the Card will receive a digital Seven Clean Seas Plastic Credit Certificate from Maybank. Maybank will purchase plastic credits in the principal Cardmember's name to help remove 50kg of plastic from a Marine Protected Area through the Seven Clean Seas project in Indonesia. The principal Cardmember may also choose to further support the cause by redeeming his/her TREATS points as donations to Seven Clean Seas.

[^] Available at maybank.sg/vi.

⁺ Rates are subject to change from time to time without any prior notice or liability whatsoever towards any person. Rates may also be subject to taxes.

* Services will be provided by a third party vendor. Additional terms and conditions for these services as imposed by the third party vendor will apply. In the event of any inconsistency between the terms and conditions set out here and the terms and conditions set by the third party vendor (which may be updated or revised from time to time), the latter will prevail.