



## **Maybank Diamanté 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/rewardslist](https://maybank.sg/rewardslist) for details. All payments must be made with a Maybank Diamanté Visa Infinite Credit Card ("Card"). In these Terms and Conditions, a "Cardmember" shall mean a principal cardmember who holds a valid and eligible 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 and benefits stated herein ("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) provided as Privileges and makes no representation as to the quality of such good(s) or service(s). Maybank and/or Visa are not responsible for the failure of any participating merchant to provide the Privileges 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 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 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 stated herein. These Terms and Conditions are governed by Singapore law and are subject to change without prior notice. The terms and conditions governing the Maybank (Personal) Credit Card Agreement also apply. All offers are valid until 31 December 2025 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**

With effect from 1 January 2025: 8X TREATS Points, which consist of: (i) the usual 5 TREATS Points awarded to Cardmembers under the TREATS Points programme; (ii) 20 Bonus TREATS Points; and (iii) 15 Bonus TREATS Points (provided that the Cardmember spends a minimum of S\$4,000 on retail transactions on the Card in the relevant calendar month), will be awarded for every S\$5 spend charged to the Card on foreign currency transactions. 40 TREATS Points (i.e. 8X TREATS Points per S\$1 spend, in blocks of S\$5) are equivalent to a conversion rate of 3.2 air miles per dollar under the Maybank Frequent Flyer Programme. Spend in foreign currency will be converted to Singapore Dollars per the terms and conditions of the Card, and the TREATS Points will be awarded based on the Singapore Dollar equivalent of the foreign currency spend.

5X TREATS Points, which consist of: (i) the usual 5 TREATS Points awarded to Cardmembers under the TREATS Points programme; and (ii) 20 Bonus TREATS Points, will be awarded for every S\$5 spend charged to the Card on foreign currency transactions. 25 TREATS Points (i.e. 5X TREATS Points per S\$1 spend, in blocks of S\$5) are equivalent to a conversion rate of 2 air miles per dollar under the



Maybank Frequent Flyer Programme. Spend in foreign currency will be converted to Singapore Dollars per the terms and conditions of the Card, and the TREATS Points will be awarded based on the Singapore Dollar equivalent of the foreign currency spend.

3X TREATS Points, which consist of: (i) the usual 5 TREATS Points awarded to Cardmembers under the TREATS Points programme; and (ii) 10 Bonus TREATS Points, will be awarded for every S\$5 spend charged to the Card on Singapore Dollar transactions. 15 TREATS Points (i.e. 3X TREATS Points per S\$1 spend, in blocks of S\$5) are equivalent to a conversion rate of 1.2 air miles per dollar under the Maybank Frequent Flyer Programme. (For avoidance of doubts, the exclusion (relating to payments to insurance companies) under clause 2.2(e) of the Maybank Year-long TREATS Points Rewards Programme General Terms and Conditions does not apply to this 3X TREATS Points Programme, i.e. payments to insurance companies (up to S\$3,000 per calendar month) may be counted for the awarding of 3X TREATS Points herein.)

Maybank may in its sole discretion exclude any person from participating in this Maybank Diamanté Visa Infinite Credit Card TREATS Points Programme without any obligation to furnish any notice and/or reason and without liability to any person. Maybank's decision on all matters relating to this Maybank Diamanté Visa Infinite Credit Card TREATS Points Programme shall be final and binding on all Cardmembers and all other persons.

In the event of any inconsistency between these terms and conditions and any brochure, marketing or promotional materials relating to the TREATS Points Programme, these terms and conditions shall prevail.

TREATS Points will not be awarded in respect of any transactions that Maybank deems to be corporate/commercial transactions. In the event if a Card transaction is cancelled or reversed by any party for any reason or if TREATS Points was 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.

### **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 Visa Infinite Card and make a redemption in accordance with the Maybank Visa Infinite Card Terms and Conditions<sup>^</sup>

Each eligible Cardmember is entitled to only **12 one-way transfers per calendar year<sup>^</sup>**. 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 bookings are to be made in advance, at least three (3) days and up to two (2) months before the actual date of the Airport Limousine Transfer.



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\*.

### **Complimentary Day-Pass to Gym and Pool at Parkroyal Collection Marina Bay**

Cardmembers who have charged a minimum of S\$3,000 ("Minimum Qualifying Spend Criteria") in Eligible Transactions (defined below) **transacted** to their Card in a calendar month will be eligible to book in the next calendar month ("Booking Month") one (1) complimentary Day-Pass to Gym and Pool at Parkroyal Collection Marina Bay ("Day-Pass to Gym and Pool"), subject to a maximum of six (6) complimentary Day-Pass to Gym and Pool in a calendar year. Any unutilised portion of the entitlements stated above shall not be carried forward to the next calendar year. The date on which a booking is made is determined by the date Maybank receives the booking request.

The bookings are to be made in advance, at least two (2) weeks prior to the date of utilising the Day-Pass to Gym and Pool. In the event that a Cardmember made bookings in excess of six (6) Day-Pass to Gym and Pool in a calendar year, S\$56+ per Day-Pass to Gym and Pool will be charged to the Cardmember's Card within two (2) calendar months from the scheduled date of such additional Day-Pass to Gym and Pool which exceeds the number of complimentary bookings. Maybank reserves the right to charge the full cost or retail value of the Day-Pass to Gym and Pool in the event that the transactions counted towards the Minimum Qualifying Spend Criteria for the redemption of the Day-Pass to Gym and Pool be cancelled or reversed by any party for any reason. Rates are subject to change from time to time without any prior notice or liability whatsoever towards any person.

"Eligible Transactions" refer to local and overseas retail purchases, including recurring payments and interest-free instalment payment plans (where only the monthly amount charged to the Card will be counted), but excluding fund transfers, financial charges, late charges, fees and the transactions as outlined in Clause 2.2 of the General Terms and Conditions Governing TREATS Points Rewards Programme. . The exclusion (payments to insurance companies) will apply to the Minimum Spend Criteria for Complimentary Airport Limousine Transfer and Day-Pass to Gym and Pool at Parkroyal Collection Marina Bay. Maybank will not be responsible for any late submission of any transactions by any merchant for whatever reason.

Only the Cardmember may use the complimentary Day-Pass to Gym and Pool, which is non-transferable. Only one Day-Pass to Gym and Pool may be redeemed each time.

Once a reservation for a Day-Pass to Gym and Pool is made, any changes or cancellations must be communicated to Maybank at least two (2) business days prior to the intended date of use, failing which a "no-show" fee of S\$56+ will be charged to the Cardmember's Card.

The Cardmember acknowledges that the Day-Pass to Gym and Pool will be managed and provided by a third party, and the Cardmember further agrees not to hold Maybank liable for any loss, injury or damage caused to or suffered or incurred by the Cardmember or any other person as a result of the third party's 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**<sup>A</sup>. 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 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 Cardmember who holds a valid Priority Pass™ Membership will be entitled to **unlimited complimentary lounge visits to participating airport lounges in a membership year**. For the avoidance of doubt, the complimentary lounge visits only allow the 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 US\$35 (or the prevailing rate which can be accessed at [www.prioritypass.com](http://www.prioritypass.com)) per person per visit to the Cardmember's Card.

The Cardmember is required to show the digital Priority Pass™ Membership Card stored digitally on the Priority Pass app installed on the Cardmember's mobile device when visiting any of the participating airport lounges. The 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 Cardmember's Card is cancelled, his/her Priority Pass™ Membership will also be cancelled and any outstanding charges incurred will be charged to the Cardmember's Card. There will be no reinstatement of the Priority Pass™ Membership once it is cancelled for any other reason.



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Any lounge visits made by a Cardmember and his/her accompanying guest(s) subsequent to the cancellation of the Cardmember's Card and/or the Priority Pass™ Membership will be charged to the Cardmember.

For the avoidance of doubt, the supplementary holder of a Maybank Diamanté Visa Infinite Card is not eligible to apply for the Priority Pass™ Membership. Only Maybank Diamanté Visa Infinite 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\*.

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<sup>^</sup> Available at [maybank.sg/vi](https://maybank.sg/vi).

<sup>^</sup> Each eligible Maybank Private client's entitlement applies regardless of the number of accounts he/she has with Maybank Private, whether held singly or jointly with any other person(s), and under whatever style, name or form (which includes trade names of sole-proprietorships).

<sup>\*</sup> 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.

<sup>+</sup> 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.