

TREATS Points FAQs

TREATS Points General FAQs

1. Who is eligible for the Maybank TREATS Points Rewards Programme?

The Maybank TREATS Points Rewards Programme is open to all who hold a Maybank Credit/Debit Card issued in Singapore, except Maybank Family & Friends Platinum & World MasterCard, Maybank Platinum Visa Card and Maybank eVibes Cardmembers. Maybank Cardmembers are automatically enrolled into the programme with no fees involved.

2. How do I earn my TREATS Points?

TREATS Points are awarded for every retail dollar spend. You earn 1 TREATS Point for every retail dollar charged to your Maybank Credit Card or 1 TREATS Point for every 5 retail dollars charged to your Maybank Debit Card. TREATS Points are calculated based on the value of retail transactions effected daily which will be rounded up or down to the nearest dollar. FlexiCash, Cash Advance, Balance Transfer, 0% Instalment Payment Plans, interest charges, late payment charges, finance charges, annual fees, AXS/SAM transactions, Skrill transactions and other miscellaneous charges are excluded from the calculation of TREATS Points.

3. What is the validity period of my TREATS Points?

- **For Cardmembers not enrolled into the Rewards Infinite (RI) Programme:**
- **For TREATS Points earned before 1 September 2016**
No change in the TP expiry date for TP earned before 1 September 2016
- **For TREATS Points earned from 1 September 2016 onwards**

All TREATS Points will expire one year from the quarterly period in which they were earned.

Here is an example:

TREATS Points earned between	TREATS Points Expiry Date
Jan - Mar 2017	31 Mar 2018
Apr - Jun 2017	30 Jun 2018
Jul - Sep 2017	30 Sep 2018
Oct - Dec 2017	31 Dec 2018

For Visa Infinite, World MasterCard, Catholic High Alumni Platinum Associates Cardmembers and Cardmembers enrolled into the Rewards Infinite (RI) Programme:

TREATS Points do not expire as long as you maintain your Rewards Infinite membership. For Cardmembers who have de-enrolled from Rewards Infinite (RI) Programme, the TREATS Points will expire at the end of the next calendar quarter in which the RI Membership has lapsed.

Here is an example:

Lapsed RI Membership	TREATS Points Expiry Date
Jan - Mar 2017	30 Jun 2018
Apr - Jun 2017	30 Sep 2018
Jul - Sep 2017	30 Dec 2018
Oct - Dec 2017	31 Mar 2019

4. Is there any grace period for my expired TREATS Points?

No, there is no grace period to allow redemption after your TREATS Points expires.

5. How do I search the Rewards catalogue?

Effective from Nov 2017, we have added a new feature in the online rewards platform that allows our cardmembers to filter reward(s) by TREATS Points, keywords and category. The page will display the reward(s) based on the search results.

6. What is the enquiry period I may view for my past redemption history?

You may view your Redemption History from the previous 2 months, and current month.

7. How do I check my TREATS Point balance?

To check your TREATS Point balance, simply choose one of the following methods:

- Your monthly Consolidated Statement of Account
- Log in to Maybank2u.com.sg (Online Banking) if you have the facility
- Log in via Maybank TREATS Points Rewards Portal by keying in your card number and date of birth

8. There is a negative balance of TREATS Points shown in my statement. Why is there a TREATS Points deficit?

Negative balance of TREATS Points may arise from (but not limited to) reversal of card transactions, manual redemption of items etc.

9. What will happen to my TREATS Points deficit?

You may continue to charge to your Maybank Card to earn TREATS Points to offset the deficit of TREATS Points. In the event that the card account is closed, the equivalent value of the TREATS Points deficit will be charged to your account accordingly at the rate determined by Maybank, and it will be reflected as outstanding balance in your card statement.

10. How can I redeem reward(s) with my TREATS Points?

Options for Redemption:

- **Website**
Login with your 16-digit Principal Card Number and Date of Birth.
- **Online Banking**
Log in* via Maybank2u.com.sg (Online Banking) and select "**Accounts**" followed by "**TREATS Points**"
- **Maybank TREATS SG Mobile App**
Simply download the Maybank TREATS SG app and login with your 16-digit Principal Credit Card Number and Date of Birth to view or redeem your TREATS Points.

2 Ways to download the Maybank TREATS SG app:



Or



Go to App Store or Google Play and search for **TREATS SG**

Scan the QR Code

11. Can I cancel my redemption request(s)?

We regret to inform you that redemption request(s) cannot be cancelled.

12. I have received my Redemption Letter(s)/Voucher(s). Can I nominate someone to collect the reward(s) on my behalf?

Yes, you can appoint someone to collect the reward on your behalf. He/she will need to present the original Redemption Letter(s)/Voucher(s) with your authorised signature, together with his/her NRIC; he/she will also be required to sign on the nomination portion of the Redemption Letter(s)/Voucher(s) to acknowledge receipt of the reward(s)

13. Can I request for an extension of the validity of my Redemption Letter(s)/Voucher(s)?

We regret to inform you that no extension is allowed.

14. How long will it take to process my TREATS Points redemption request(s)?

Please allow approximately 14 business days for the processing of your redemption request(s).

15. I have received my Redemption Letter(s)/Voucher(s). How do I collect my rewards item from the merchant?

To collect your rewards item, you or your representative must present the Redemption Letter(s)/Voucher(s), duly completed and signed, along with your Maybank Credit/Debit Card as proof of eligibility to the relevant merchant.

Frequent Flyer Programme FAQs

1. Who can participate in Maybank Frequent Flyer Programme?

All Maybank Visa and MasterCard Credit/Debit Cardmembers, except Maybank Family & Friends Platinum and World MasterCard, Maybank Platinum Visa Card and Maybank eVibes Cardmembers.

Cardmembers have to be an existing AirAsia BIG, Asia Miles or KrisFlyer member in order to enrol with us.

2. What are the information required for me to enrol into Maybank Frequent Flyer Programme?

- Respective Frequent Flyer Programme Membership Number
- Cardmember's Family Name (Surname)
- Cardmember's Given Name

3. What are the fees and charges involved?

With Maybank Frequent Flyer Programme, there is:

- No cost to enrol
- No annual fee
- Conversion fee* of S\$25 (subject to GST) will be charged to the Principal Cardmember's account for each conversion request of TREATS Points to frequent flyer miles. Conversion fee is waived for AirAsia BIG Points till 31 March 2020.

*Fee waiver for Maybank Visa Infinite and Maybank World Mastercard (excluding Maybank Family & Friends Card) Cardmembers only.

4. How do I redeem for frequent flyer miles?

Options for Redemption:

- Log in* to redeem via Maybank2u.com.sg (Online Banking) and click on "TREATS Points" under "Accounts" tab
- Log in via Maybank TREATS Points Rewards Portal* by keying in your 16-digit Principal Credit Card Number and Date of Birth
- Download and complete the redemption form (PDF) and email it to rewardsform@maybank.com.sg.

*Valid for KrisFlyer miles redemption only.