

Charge & Redeem FAQs

1. **Can I (Principal Cardmember) participate in the Charge & Redeem programme if I have used the transaction(s) for Posh TREATS, and/or other rebates and Charge & Redeem programme?**

No. All transactions can only be used once regardless of campaigns.

2. **Can I (Principal Cardmember) exchange or upgrade to other gifts?**

No. All gifts cannot be exchanged or upgraded. For example, Cardmembers are not allowed to upgrade to redeem for other items.

3. **Can Maybank help to reserve gifts?**

No. All redemption gifts will be on a first-come, first-served basis. Any SMS message sent before spendings are made will be automatically rejected.

4. **Is this open to overseas and online transactions?**

Yes, it is open to overseas and online transactions. The overseas and online transactions are strictly for Travel Insurance*, overseas hotel charges, overseas car rental and air tickets only. Other transactions such as shopping and dining are not eligible.

5. **Do I (Principal Cardmember) need to present my Maybank credit card with the TREATS voucher at the TREATS participating outlet?**

Yes, you would need to present your Maybank Card.

6. **Can I (Principal Cardmember) authorise a third party or my Supplementary Cardmember to collect the ticket(s) on my behalf?**

Yes. An authorisation column has been inserted in the redemption letter for this purpose. Authorised party will have to present his/her NRIC together with the original redemption letter, signed by Principal Cardmember and together with the TREATS voucher.

* *Travel Insurance Policy must be faxed to 6483 4137 immediately after your SMS message.*