



## **Frequently Asked Questions – Rebranding of Maybank DUO Platinum Mastercard**

The Maybank DUO Platinum Mastercard will be rebranded to the Maybank XL Cashback Card on 1 August 2025.

### **1. What do I need to know?**

- You will continue to enjoy the benefits of the Maybank DUO Platinum Mastercard, including earning of TREATS Points, until 31 July 2025.
- With effect from 1 August 2025, the Maybank XL Cashback Card Cashback Programme will apply on your Card.
- You will continue to earn 5% cashback on petrol in Singapore and Malaysia.
- Your new Maybank XL Cashback Card will be delivered to your registered mailing address with Maybank by 31 July 2025.
- Your 16-digit Card number and Credit Card PIN remain unchanged and will continue to apply to your new Card.
- The Annual Fee will be reduced to S\$87.20 from 1 August 2025, which will be automatically waived with a minimum spend of S\$6,000 per annum. Your credit limit, other existing card fees and charges remain unchanged.
- You will need to activate your Maybank XL Cashback Card once you have received it to avoid any disruption of service.
- If you do not activate your new Maybank XL Cashback Card, you may continue to use your existing Maybank DUO Platinum Mastercard until it expires, or by 30 September 2025, whichever is earlier. Please note that if you choose to apply for a new Maybank XL Cashback Card in the future, your application will be subject to prevailing requirements.

### **2. While waiting for my new Maybank XL Cashback Card, can I still use my existing Maybank DUO Platinum Mastercard?**

- You can still use your existing Maybank DUO Platinum Mastercard until it expires, or by 30 September 2025, whichever is earlier.

### **3. Will I be able to request a replacement for my Maybank DUO Platinum Mastercard while waiting for my Maybank XL Cashback Card to arrive?**

- For Card replacement due to loss or suspected fraud, please contact us at 1800-MAYBANK (1800-629 2265) or +65 6533 5229 if you are calling from overseas.

The above information is accurate as at 30 June 2025.  
Maybank Singapore Limited (UEN: 201804195C)

- If your Card is damaged, you may request for a replacement card until 16 July 2025, and we will mail you the Maybank DUO Platinum Mastercard. From 17 July 2025 onwards, we will stop mailing Maybank DUO Platinum Mastercard as replacement card. Instead you will receive your new Maybank XL Cashback Card by 31 July 2025.

**4. My Maybank DUO Platinum Mastercard is expiring soon. Will I receive the replacement card it expires?**

- Yes, we will be sending you the new Maybank XL Cashback Card by 31 July 2025.

**5. What will happen to my existing TREATS Points (TP)?**

- You will continue to earn TP with your Maybank DUO Platinum Mastercard till 31 July 2025.
- You may redeem rewards using your existing TP via Maybank TREATS SG app before they expire.
- To check your TP balance and expiry, please login to your Maybank TREATS SG app > MY PROFILE > MY ACCOUNT

**6. My Maybank DUO Platinum Mastercard Card is linked to my Maybank Current/Savings Account(s) for ATM access. What should I do?**

- No action is required on your part. Your new Maybank XL Cashback Card will be automatically linked to your existing account(s) based on your current ATM linkage.

**7. What will happen to my outstanding balances, Instalment Payment Plan (IPP), Funds Transfer, and Instalment Loan after I receive and activate my new Credit Card?**

- No action is required on your part. All outstanding balances and/or monthly instalments will be transferred to your new Maybank XL Cashback Card on 1 August 2025. Even if you choose not to activate the new Card, you will continue to be billed for the outstanding balances until they are fully paid.

**8. Will my Credit Card GIRO payment for my Maybank DUO Platinum Mastercard be affected?**

- No, it will not be affected. The existing Credit Card GIRO payment instructions for your Maybank DUO Platinum Mastercard will continue to apply to your new Maybank XL Cashback Card.

**9. What will happen to the existing recurring bill payment arrangements set up on my Maybank DUO Platinum Mastercard?**

- If you have any recurring bill payment arrangements on your Maybank DUO Platinum Mastercard (e.g. recurring payments to telco, utilities, insurance, etc), please contact the respective billing organisation(s) to update the expiry date of your new Maybank XL Cashback Card to prevent any disruption in payments.

**10. What will happen to my Maybank DUO Platinum Mastercard linked to e-commerce or merchant websites, and mobile wallet?**

- If your Maybank DUO Platinum Mastercard is linked to e-commerce or merchant websites (e.g. Shopee, Lazada, Grab, etc), please re-link your Card and update the card details with the new expiry date and CVV of your new Maybank XL Cashback Card. For cards linked to mobile wallets (e.g. Apple Pay and Samsung Pay), you will need to re-link your new Maybank XL Cashback Card once it is activated.

**11. I have a Supplementary Maybank DUO Platinum Mastercard. Will my Supplementary Cardmember also receive the new Maybank XL Cashback Card?**

- Both Principal and Supplementary Maybank DUO Platinum Mastercard will be rebranded to the new Maybank XL Cashback Card. The new Cards will be sent to the Principal Cardmember's mailing address.

**12. What happens if I do not receive my Maybank XL Cashback Card?**

- Please ensure your mailing address with Maybank is up to date. If you have not received your Maybank XL Cashback Card by 17 August 2025, please contact us at 1800-MAYBANK (1800-629 2265) or +65 6533 5229 if you are calling from overseas.