



Maybank New Debit Card FAQs

1. How do I use my new Maybank Debit Card?

Activate your card by following the instructions on your card mailer to immediately enjoy the features and benefits of your new Maybank Debit Card.

2. How do I use Mastercard/Visa Contactless?

Simply tap and pay for your purchases below S\$200 when you spot the Mastercard/Visa Contactless logo at the cashier point. For amounts greater than that, simply sign for your purchases.

3. What are my daily and monthly spending limits for retail and online transactions via Mastercard/Visa?

If you have previously set your daily and monthly spending limits on your old Maybank Debit Card, they will remain unchanged for your new contactless debit card.

If you have not set your daily and monthly spending limits previously, they will be defaulted at S\$1,000 and S\$3,000 respectively for your new contactless debit card.

4. How can I change the daily/monthly spending limit?

To change the spending limit, simply visit any Maybank Singapore ATM with your card and PIN, select "More Options", "Change Debit Card Retail Spending Limit" and choose your preferred Daily/Monthly Spending Limit", then select "Confirm".

5. How do I earn TREATS Point with my Maybank Debit Card?

You can earn 1 TREATS Point for every S\$5 charged on Mastercard/Visa signature-based or contactless retail transaction with your Maybank Debit Card.

For Maybank Manchester United Platinum Visa Debit Card, you can earn 3 TREATS Points for every S\$5 spent when Manchester United wins a Premier League match.

6. How do I pay for my bus and train rides using Mastercard/Visa Contactless?

No registration is required for payment of your public transport using Mastercard/Visa Contactless. If you wish to track your transit transactions, visit abt.transitlink.com.sg to register.

7. What is Samsung Pay?

Samsung Pay is an easy, secure and private way to make payments. After you have added your Card to your Samsung device, you will be able to make payments in stores, in apps, and on the web with your Samsung device with just a touch.

Visit maybank.sg/sampay for more information and the full list of supported devices.

8. Where can I use Samsung Pay?

You may use Samsung Pay where contactless payments are accepted. Look out for the Samsung Pay logo or contactless symbol at the checkout counter.



9. How do I use NETS Contactless?

Spot the NETS Contactless logo on the contactless reader to tap and pay for your purchases under S\$100 per transaction. For amounts greater than that, the terminal will prompt for your PIN.

10. Can I continue to use my new Maybank Debit Card for top-up and bill payment?

You can continue to top-up your stored value cards (e.g. CashCard, FlashPay, EZ-link card, LTA concession card), pay bills or fines at AXS Stations, S.A.M., as well as make payment at any NETS acceptance point (including payment kiosk) that requires PIN.

11. Is there any change to my existing PIN?

There is no change to your existing PIN. You can use the same PIN for both cash withdrawal and NETS payment.

12. How can I obtain a refund of the NETS FlashPay balance in my old Maybank Platinum Debit Card?

To obtain a refund of the stored value balance, proceed to any TransitLink office or NETS Customer Service Centre for assistance.