



Frequently Asked Questions – Rebranding of Maybank Horizon Platinum Visa Card to Maybank Perks Card.

The Maybank Horizon Platinum Visa Cards will be rebranded to the Maybank Perks Card on 1 April 2026.

1. What do I need to know?

- Your Card benefits will remain the same.
- The Annual Fee for your Principal Card will be reduced from S\$163.50 to S\$32.70, which will be automatically waived with a minimum spend of **S\$3,000 per annum**. The Annual Fee for any Supplementary Card(s) will remain unchanged. Your credit limit as well as other existing card fees and charges remain unchanged.
- Your new Maybank Perks Card will be delivered to your registered mailing address with Maybank upon Card renewal from April 2026 onwards.
- Your 16-digit Card number and Credit Card PIN remain unchanged and will continue to apply to your new Card.
- You will need to activate your Maybank Perks Card once you have received it to avoid any disruption of service.
- If you do not activate your new Maybank Perks Card, you may continue to use your existing Maybank Horizon Platinum Visa Card until it expires. Please note that if you choose to apply for a new Maybank Credit Card in the future, your application will be subject to prevailing requirements.

2. While waiting for my new Maybank Perks Card, can I still use my existing Maybank Horizon Platinum Visa Card?

- You can still use your existing Maybank Horizon Platinum Visa Card until it expires.

3. Will I be able to request a replacement for my Maybank Horizon Platinum Visa Card while waiting for my Maybank Perks 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.
- If your Card is damaged, you may request for a replacement card **until 28 February 2026**, and we will mail you the Maybank Horizon Platinum Visa Card with the old card design. **From 1 March 2026** onwards, we will stop mailing Maybank Horizon Platinum Visa Card as replacement card, instead you will receive your new Maybank Perks Card.



4. My existing Maybank Horizon Platinum Visa Card is expiring soon. Will I receive the replacement card before it expires?

- Yes, we will be sending you the new Maybank Perks Card 1 month before your card expires.

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

- Your existing TREATS Points will remain in your account.
- 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 existing Maybank Horizon Platinum Visa 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 Perks 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 Perks Card on 1 April 2026. 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 Horizon Platinum Visa Card be affected?

- No, it will not be affected. The existing Credit Card GIRO payment instructions for your Maybank Visa Classic or Millennium Classic Visa Card will continue to apply to your new Maybank Perks Card.

9. What will happen to the existing recurring bill payment arrangements set up on my Maybank Horizon Platinum Visa Card?

- If you have any recurring bill payment arrangements on your Maybank Horizon Platinum Visa Card (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 Perks Card to prevent any disruption in payments.

10. What will happen to my Maybank Horizon Platinum Visa Card linked to e-commerce or merchant websites, and mobile wallet?

- If your Maybank Horizon Platinum Visa Card 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 Perks Card.



- For cards linked to mobile wallets (e.g. Apple Pay and Samsung Pay), you will need to re-link your new Maybank Perks Card once it is activated.

11. I have a Supplementary Maybank Horizon Platinum Visa Card, will my Supplementary Cardmember also receive the new Maybank Perks Card?

- Both Principal and Supplementary Cardmembers of Maybank Horizon Platinum Visa Card Cardmembers will be rebranded to the new Maybank Perks Card. The new Cards will be sent to the Principal Cardmember's registered mailing address with Maybank.

12. What happens if I do not receive my Maybank Perks Card?

- Please ensure your mailing address with Maybank is up to date. If you have not received your Maybank Perks Card by 10 April 2025, please contact us at 1800-MAYBANK (1800-629 2265) or +65 6533 5229 if you are calling from overseas.