

MAYBANK TREATS SG APP FAQs

1. What is Maybank TREATS SG app?

Maybank TREATS SG app is a unique consumer lifestyle app that rewards you with exclusive privileges and provides instant benefits and convenience on-the-go.

2. What are the features of the Maybank TREATS SG app?

Our Maybank TREATS SG app include exciting features such as:

- Instant redemption of Rewards items using your TREATS Points
- Instant e-Coupon redemption at merchants' outlets
- Beat the queue and order from your favourite restaurant instantly
- Instant credit card application

3. What do I need to get started?

All you need is any mobile device with iOS7.0 or higher (for Apple) or v4.2 or higher (for Android). Simply download Maybank TREATS SG app from Apple Store or Google Play. Also, you need to be a Maybank Credit Cardmember to enjoy the exclusive privileges that are available in the app.

4. Is this a replacement for the Maybank app?

No, the Maybank TREATS SG app is a lifestyle app. This app will not replace the Maybank SG mobile banking app.

Please download the Maybank SG app for the following features:

- View transaction history
- Check balances
- Bills payment
- Fund transfers

5. What will happen if I change my mobile phone?

You will have to reinstall the application and login with your credential via the new phone.

6. I have more than 1 mobile device. Can I log in on multiple devices?

You can only login to one device at any one time.

7. How secure is Maybank TREATS SG app?

Maybank have installed the SSL Certificate onto our web server to initiate secure sessions within server and app. Password is required to perform any redemption.

For security, Maybank TREATS SG app automatically logs you out after 15mins of inactivity.

8. How do I receive e-Coupons?

Maybank TREATS SG app will publish e-Coupons from time to time. Cardmember can save the e-Coupons to your coupon wallet and redeem at merchant outlet.

The bank may also send e-Coupons to qualified cardmembers and notify via push notification.

9. What is Beat The Queue?

Beat The Queue is a service that allows customer to order ahead and collect the food. Beat The Queue service is strictly for takeaway and delivery.

10. Which restaurants are participating in Beat The Queue?

There are more than 400 participating merchants and they include restaurants such as STREATS, Uncle Leong and Ubin Seafood.

11. How do I search the Rewards catalogue?

We have added a new feature in the online rewards platform and mobile app 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 result