

FREQUENTLY ASKED QUESTIONS

Birthday vouchers to eCoupon

1) Why is there a change from physical Birthday vouchers to eCoupons?

Redemption of birthday eCoupons via TREATS SG app offers you greater convenience and is part of our on-going green effort.

2) How do I log in to TREATS SG App?

If you are an existing Maybank Online Banking user, log in to Maybank TREATS SG app with your Online Banking Username and Password.

Note: Customers must have a Maybank Debit / Credit Card in order to login to TREATS SG app.

Or

New to Platinum Debit card?

You may apply for a Platinum Debit card at any Maybank [Branch](#) in Singapore.

New to Maybank Credit card?

You may learn more about our selection of credit cards, suitable for different needs, [here](#).

New to Maybank Online banking?

You may apply for Maybank Online banking [here](#).

3) Are there other ways to view and utilise my birthday privilege as I don't have a smart phone?

You may either visit any Maybank branch or call us to arrange for the physical vouchers to be sent to you on an exceptional basis.

4) Where do I find the birthday eCoupons in the Maybank TREATS SG app?

Birthday eCoupons will be available in the TREATS SG App.

- Go to Privileges (tap bar at the bottom of the screen)
- Then select (at the top bar)
 - 'YSA tab' for Young Savers account or
 - 'PPSA tab' for Privilege Plus Savings Account

The eCoupons will be available from

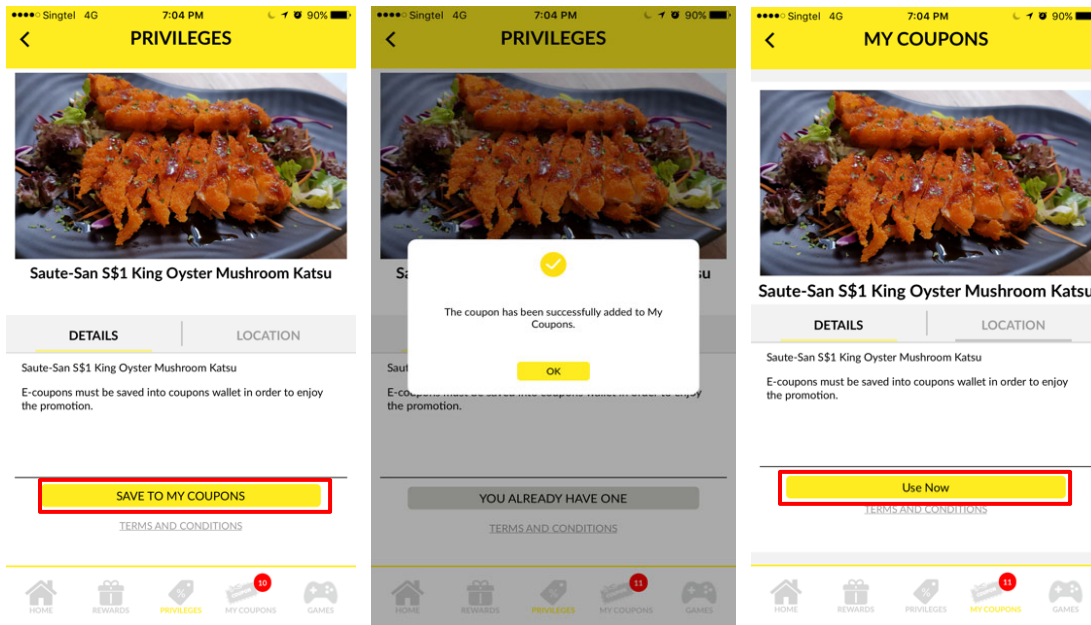
- February 2021 for YSA customers
- April 2021 for PPSA customers

New YSA and PPSA customers will be able to view the eCoupons in their TREATS SG app within 90 days from the date of account opening.

5) How do I use the eCoupons?

You can save the eCoupons in “MY COUPON” and utilise them once during your birthday month:

- i. Click “SAVE TO MY COUPONS”
- ii. Get a pop up message upon successfully saving the coupon
- iii. Click “Use Now” at the merchant’s



6) When can I redeem my birthday eCoupons?

You can redeem your eCoupons during your birthday month.

7) I have received my birthday coupons by post as well as eCoupons on the TREATS SG app. Can I redeem both?

You can redeem either using the physical coupons or eCoupons on the TREATS SG app.