

MAYBANK TREATS SPEND & REDEEM PROGRAM

1. What is TREATS Spend & Redeem Program?

Answer

TREATS Spend & Redeem program is a promotion program for all Maybank Visa Debit cardholders to use their Maybank Visa Debit Card to pay for their purchases via POS machine or online at VISA accepted outlets locally or internationally to be eligible to redeem for free gifts item based on the total spend amount they made after each quarter.

2. Who is eligible for the TREATS Spend & Redeem program?

Answer

This program is open to:

- All Visa debit cardholders including staff with the card issued by Maybank Cambodia.
- Cardholder's account must be active upon the redemption period to be able to redeem the gifts.
- Minimum spending amount per quarter of USD500.

3. What is the eligible spending amount per quarter?

Answer

The spending amount will be accumulated every three (3) months for redemption. The spending amount is classified as the table below:

No.	Spending Amount (USD) per quarter	Gift Code
1	\$500 - \$999	M1
2	\$1,000 - \$1,999	M2
3	\$2,000- \$2,999	M3
4	\$3,000- \$4,999	M4
5	\$5,000- \$9,999	M5
6	Above \$10,000	M6

4. How and where can I use my Maybank Visa Debit Card?

Answer

You can use your Maybank Visa Debit Card to pay for any purchases via POS machine or online at VISA accepted outlets locally or internationally.

5. How can I redeem for the gift item?

Answer

During the redemption period, you can redeem the gift item at the MAYBANK CARD CENTRE, located at Maybank Tower. You are required to bring along your Maybank Visa Debit Card and Identity Card for verification purpose and you shall be present during the redemption transaction.

6. When can I redeem the gift?

Answer

All spend amount should be redeemed prior to the expiry date. There will be no extension period given to any expired spend amount. Spending period and redemption period is shown in the table below:

Spending Period											
2018											
Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Spending Round 1			Spending Round 2			Spending Round 3			Spending Round 4		
Redemption Period											
2018						2019					
7 - 30 Apr			7 - 31 Jul			7 - 31 Oct			7 - 31 Jan		
Redeem for the spending period Round 1			Redeem for the spending period Round 2			Redeem for the spending period Round 3			Redeem for the spending period Round 4		

7. What is not qualified as the spend amount for the program?

Answer

The following charges shall NOT qualify to accumulate as spending amount:

- Card charge, annual fee or other bank fees service charged.
- Cash withdrawal from ATM or POS.
- Fund transfers within Maybank or any 3rd party account.

8. How many gifts can I redeem at each redemption period?

Answer

One cardholder is eligible to redeem one (1) gift only at each redemption period

9. Can I exchange the gift?

Answer

The gift is not exchangeable to cash or other items.

10. How can I know that my spend amount accumulation can be redeemed for a gift?

Answer

Cardholders will not be notified for the total spending amount during each quarter. Cardholder is required to check and reconcile their card statement quarterly by themselves using their bank statement/passbook or e-statement on internet banking (M2U) or mobile banking (mobile app). Alternatively, cardholders can contact our Customer Service Hotline at +855 98 888 028 or +855 99 888 028 to inquire about the spend amount accumulation.

11. When does the TREATS Spend & Redeem Program start and end?

Answer

The TREATS Spend & Redeem Program starts from 1 January to 31 December 2018.

12. What if I am a customer from provincial branch and my spend amount is eligible to redeem for gift items?

Answer

You can contact our Customer Service Hotline at +855 98 888 028 or +855 99 888 028 to redeem for your gift item and our team will send your gift item to a Maybank Provincial branch nearest to you for your collection.