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FREQUENTLY ASKED QUESTIONS

Extra Cashback Campaign for Oversea Spend with AMEX Credit Cards

1- What is the campaign period?

The campaign runs from **1 June to 30 September 2026** (both dates inclusive).

2- Who is eligible for this promotion?

This promotion is open to both **new and existing Maybank American Express Credit Cardholders (both Gold and Platinum American Express Credit Cards)**.

3- How does the cashback work?

Cardholders who spend on overseas retail purchases with Maybank American Express Credit Cards and achieve the spending tiers set out below will be eligible to receive additional cashback rewards on top of the existing standard cashback benefits.

Monthly Cumulative Overseas Spending Amount	Extra Cashback offer Amount
USD 1,000 – USD 4,999.99	USD 10
USD 5,000 – USD 9,999.99	USD 50
USD 10,000 – USD 29,999.99	USD 100
USD 30,000 and above	USD 300

- A maximum cashback: USD 300.00 per month per cardholder.
- The extra cashback offer resets at the end of each month, allowing cardholders to qualify for the same deal in the next month as long as they meet required spending amount.
- The cashback is provided while the budget lasts on a first come first served basis.

4- Which transactions count toward the spending threshold ?

Retail purchase transactions (in-store or online) at oversea, excludes cash advances, balance transfers, quasi-cash transactions, fees & charges, refunds, disputed transactions, and any other transactions as determined by Maybank from time to time.

5- What is considered an "Overseas transaction"?

Overseas transactions refer to retail purchase made outside Cambodia, including online purchases from overseas merchants. Transactions must be made with a Maybank Cambodia American Express Credit Card within the campaign period.

6- When will I receive the cashback?

The extra cashback will be credited within 15 days following the end of the qualifying month, provided that the eligible card remain active and in good standing on the cashback credit date.

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7- Is there a limit to how many times I can earn cashback?

No, the extra cashback offer resets at the end of each month, allowing cardholders to qualify for the same deal in the next month as long as they meet required spending amount. The cashback is capped at USD 300 per month per cardholder.

8- What happens if the campaign budget is fully utilized?

Cashback will be awarded on a first-come, first-served basis. Once the allocated budget is exhausted, the promotion will end even if the campaign period has not finished.

9- Where can I check my eligible overseas spending?

Cardholders may refer to their monthly credit card statement or Maybank2u to track eligible overseas transactions.

10- Who can I contact if I don't receive the extra cashback or facing any issues?

Please contact Maybank Customer Service at 098/099 888 028, or connect with us via Live Chat at www.maybank2u.com.kh or through the official Maybank Cambodia Facebook page.

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