

FREQUENTLY ASKED QUESTIONS

2 Million Miles Capping

Q1 : Why Maybank has implemented maximum capping of 2 Million AirMiles for the customers ?

A1 : Maybank has implemented the maximum 2 Million capping to enable the customers to redeem their points for other exciting deals that offers great rewards and privileges to our valued customers.

We have over 200 items and vouchers for redemption from our e-catalogues

The channels

- TreatsPoints / Membership Rewards catalogue
- Best Deals with TreatsPoints Redemption.
- Redeem the points for Service Tax and Annual Fee Redemption
- Online redemption via Superbuy

For more information on the Card benefits, promotions or terms and conditions, please visit www.maybank2u.com.my

Q2 : When is the effective date for the 2 Million AirMiles capping ?

A2 : The 2 Million Airmiles capping will take effect from 1st August 2019

Q3 : Who will be affected by the 2 Million capping ?

A3 : All cardmembers who earn TreatsPoints, Membership Rewards & Treats AirMiles except for Amex Krisflyer card and cashback earning cards.

Q4 : Is the 2 million miles calculated based on each card account or customer level?

A4 : The capping is calculated based on customer level, not per card account.

If the customer is holding few cards with 2 different rewards programme i.e TreatsPoints & Membership Rewards, would the capping is combined or separated?

The miles capping is combined. The capping is calculated based on customer level, not per card account.

How is the capping mechanic?

A customer may redeem up to a maximum of 2,000,000 Air Miles per calendar year regardless of any airlines.

Q5 : With this implementation , is there a revision to the annual fee?

A5 : Kindly be informed that there is no revision to the annual fee as it is part of the Card fees and charges features. Card members will still be able to enjoy the other benefits and privileges that comes with the Card.