

Frequently asked question

Why Maybank implement the following capping for the Airmiles conversion?

a) 250,000 Airmiles capping per customer during Airline Partners campaigns

The capping is introduced as part of Maybank new rewards management and every customer is allowed to redeem Airmiles. Besides the Airmiles conversion, you can also redeem your points for other exciting deals that offers great rewards and privileges. Alternatively, Maybank will continuously expand our On-The-Spot redemption (over 1,000 merchants) as well as our rewards catalogue (over 200 items). You may check more information at our website www.maybank2u.com.my.

Note: 2 Million Airmiles capping per calendar year per customer is still applicable regardless of any airline partner.

b) Monthly overall capping of 100 Million Airmiles redemption on first-come first-served basis

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1. When is the effective date for the Airmiles conversion capping?

The Airmiles conversion capping will take effect from 12th April 2024.

2. Who will be affected by the Airmiles conversion capping?

All cardmembers who earn TreatsPoints, Membership Rewards and Treats Airmiles.

3. How does the 100 Million Airmiles monthly capping work?

Maybank will only allow up to 100 Million total Airmiles redeem per calendar month, first come first serve basis for all available airlines (which includes but not limited to Enrich, KrisFlyer, Asia Miles, AirAsia BIG Point & Malindo Miles). Once this capping is reached, the Airmiles redemption will not be available to customers until the following month.

Note: Redemption are still subject to 2 million Airmiles capping per calendar year per customer, whichever comes first.

4. How does 250,000 Airmiles capping work?

This capping is only applicable whenever an airline partner run a Bonus Miles campaign, of which customer are only allowed to redeem up to 250,000 Airmiles per campaign period for each airline partner and subject to 2 Million Airmiles yearly capping.

Note: Redemption are still subject to Maybank's overall monthly total capping of 100 Million Airmiles (first come first serve basis), regardless of any airlines.

5. What if Airline partners running Bonus miles campaign at the same time?

The capping of 250,000 Airmiles will be on per airline and per customer basis, however customer is still subject to 2 Million Airmiles yearly capping.

Note: Redemption are still subject to Maybank's overall monthly total capping of 100 Million Airmiles (first come first serve basis), regardless of any airlines.