



American Express Charge Card Statement of Account

www.americanexpress.com.my

Please Check All Transaction Carefully - Call us immediately if there are errors on your statement or if you suspect a fraudulent charge.

Payment Information - Payment must be received in full by the "Due Date" shown on the front of this Statement of Account. If the "Due Date" falls on weekends or Public Holidays, the payment must be remitted to Maybank on the prior working day.

You can pay by any of these convenient methods:

- 1) By cash or cheque at Maybank branches
- 2) Via www.maybank2u.com
- 3) Via Maybank ATM & Cash Deposit Machine
- 4) by mail with a cheque

Paying by Mail - Please cross your cheque and make it payable to "Maybank Card Centre" clearly stating your Account Number on the reverse side of the cheque.

Preference - If you wish to change the address or phone number on your account please call American Express Customer Service.

Returned Cheques/Unsuccessful Standing Instruction - Should we receive any cheque from you which is not honoured for the full amount or unsuccessful standing instruction, we will charge you a service charge of RM100 to cover administrative charges.

Late Payment Charges - If the outstanding balance shown in your monthly statement is not settled in full by the payment due date, a late payment charge of 3.5% of the Unpaid Previous Balance or RM50 (whichever is greater) will be levied to your Card Account

Usage of Charge Card for Unlawful Activities - Your Card is not to be used for unlawful activities, including but not limited to illegal online betting and gambling. The Bank shall be entitled to terminate your Card immediately without any notice or liability to you if the Card is found to be used for this purpose.

Foreign Currency Charges - All foreign charges converted by American Express apply a conversion factor of 2.5% to the converted amount. A charge that is made in foreign currency other than US Dollars will, when the conversion is done by American Express, be converted into US Dollars before being converted in the Cardmember billing currency.

Lost Or Stolen Cards - If your card is lost or stolen report immediately to American Express Customer Service. If your Card is lost or stolen when traveling abroad, you can contact us or report to any American Express Travel Services Office locations.

Liability for Lost/Stolen Cards - Please note that if you fail to lodge a report you will be liable to pay charges incurred on your lost/stolen Cards(s).

Charges On Lost/Stolen Cards - No fee is charged for lost or stolen Card. The Card will be replaced at Maybank's discretion.

Request for Statement Transaction Copy And Sales Draft Retrieval Copy -

Charge Card Statement Request - Ringgit Malaysia Five (RM5.00) per copy per month (statement period within 2 years) and Ringgit Malaysia Ten (RM10.00) per copy per month (statement period beyond 2 years).

The records and entries in the Cardmember's Charge Card Account with Maybank as appearing on the monthly statement of account shall be deemed to be correct and binding on the Cardmember unless written notice to the contrary shall have been given to Maybank within Twenty (20) days from the Closing Date of Billing Period as stated on the statement of account. The sales draft retrieval fee of RM 15 for each copy will be charged.

Customer Service - if you have any enquiries, please call American Express Customer Service or write to:

American Express Customer Service: 1800 88 9559

Email: mbbcardservices@maybank.com.my

Mail: Head, Customer Engagement,
Maybank Card Centre,
7th Floor, Menara Maybank,
100 Jalan Tun Perak,
50050 Kuala Lumpur