

The Shell easiGO American Express® Prepaid Card issued by Maybank

Frequently Asked Questions (FAQs)

1. What is the Shell easiGO Prepaid Card?

The Shell easiGO Prepaid Card is a secured American Express reloadable prepaid card issued by Maybank. It is designed for you to purchase products and services at Shell and any worldwide merchant which accepts American Express cards. The Card can be easily reloaded with your desired amount of money for your fuel purchases or other retail purchases and be used to manage your expenses.

Additionally, the Card comes with benefits and privileges such as:

- 1 Maybank TREATS Points for every RM3 spent with the Card;
- Up to 10% savings on Shell lubricant products at Shell Selects stations;
- First year free Total & Permanent Disablement (TPD) Personal Accident Insurance coverage with a maximum sum insured of RM15,000 (Underwritten by Etiqa Insurance Berhad, subject to the Terms and Conditions of the Master Policy, which is displayed on www.maybank.com.my);

2. How do I register and activate the Shell easiGO Prepaid Card?

Firstly, you need to purchase the Shell easiGO Prepaid Card starter pack at participating Shell stations nationwide. Please complete and submit the application form enclosed in the starter pack along with a photocopy of NRIC or passport to Maybank via post, fax or email. An SMS alert will be sent to your registered mobile phone when your Card is activated and ready for use. You can obtain your Personal Identification Number (PIN) for cash withdrawal from selected Maybank branches as listed at www.maybank.com.my.

3. Where can I reload the Shell easiGO Prepaid Card?

If you are a Maybank ATM / Debit cardholder, you may reload your Shell easiGO Prepaid Card

- at Shell stations and at Maybank ATMs using your Maybank ATM/debit card;
- via cash deposits at Maybank Cash Deposit Machines (CDMs); and
- via online banking at www.maybank.com.my or interbank GIRO

Non-Maybank ATM or Debit cardholders may reload the Card

- via cash deposit at Maybank Cash Deposit Machine (CDMs); and
- via interbank GIRO.

4. What is the minimum and maximum reload amount?

The minimum reload amount is RM10 and the maximum reload amount is RM5,000 subject to the stored value limit of RM5,000.

5. How do I check the balance on the Shell easiGO Prepaid Card?

You can check your balance through the following channels:-

- a) Short Message Service (SMS) via your mobile phone - Type "PCBAL <space> first 6 digits of your card number <#> last 4 digits of your card number <#> customer ID" (E.g. PCBAL<space>375987#1001#801231009876). Send to 66628. Please note that your customer ID is the registered NRIC or passport number you submitted during your card application and that prevailing SMS charges from telcos are applicable for balance inquiries via SMS
- b) Shell stations - Present the Card at the counter of any Shell stations nationwide to find out the Card balance.
- c) www.maybank2u.com - Log in to your Maybank2U Online Banking account and click on your Shell easiGO Prepaid Card account to check the balance
- d) Maybank ATM / CDM - Insert your Card and key in your Personal Identification Number (PIN). At the main menu, select Prepaid Card to obtain the Card balance.

6. How do I pay using the Shell easiGO Prepaid Card?

You can pay for your purchases by presenting your Shell easiGO Prepaid Card at Shell stations or any merchants worldwide that accept American Express cards. You will be required to provide a signature on the sales draft upon transaction approval

When paying for your fuel purchases at Outdoor Payment Terminals (OPTs) at Shell stations, a pre-authorization hold will apply.

Alternatively, you may use your Shell easiGO Prepaid Card at the terminal inside the petrol station to avoid the pre-authorization hold.

Please note that the pre-authorization hold amounts at OPTs may be subject to change.

7. What is the pre-authorization hold at Outdoor Payment Terminals (OPTs)?

The pre-authorization hold for petrol transaction applies when you use your credit, debit or prepaid card at Outdoor Payment Terminals (OPTs) across all petrol stations nationwide. To cater for the pre-authorization hold when paying for fuel purchases at OPTs at Shell stations, please maintain a minimum card balance of RM20 in cards designed for fuelling motorcycles and a minimum card balance of RM80 in cards designed for fuelling cars. The difference between the pre-authorized and the actual transaction amount will be released to your prepaid card not later than three (3) days.

8. Why are there two types of Shell easiGO Prepaid Card?

The Shell easiGo Prepaid Card is specifically tailored to the needs of motorcyclists and car drivers. The difference between these cards is the respective pre-authorization hold amounts of RM20 for motorcycles and RM80 for cars. These hold amounts are set based on the typical fuelling requirements of the vehicle type.

9. What is the daily or maximum spending limit on the Shell easiGO Prepaid Card?

You can spend up to the full amount stored on your Card.

10. How can I withdraw cash from my Shell easiGo Prepaid Card?

You can withdraw cash from your prepaid card via Maybank ATMs nationwide. You are required to have a PIN to perform cash withdrawal transaction at the ATMs

11. Are there any withdrawal limits on the Shell easiGo Prepaid Card?

The maximum limit per withdrawal is RM1,000 and the maximum daily withdrawal limit is RM5,000.

12. What are the fees and charges?

Description	Price
Prepaid Card Starter Pack	RM15
Description	Fee
Annual Fee	RM6
Maybank Reload Channels: Automated Teller Machines (ATMs) Cash Deposit Machines (CDMs) www.maybank.com.my	FREE
Balance Enquiry via SMS <i>*Prevailing telco SMS charges may apply</i>	FREE
Cash Withdrawal at Maybank ATMs	FREE
Online Statement at www.maybank.com.my	FREE
Hard Copy Statement (upon request)	<ul style="list-style-type: none">• RM2 per statement• RM5 per statement exceeding 6 months
Government Service Tax	Not Applicable
Sales Draft Retrieval Fee	<ul style="list-style-type: none">• RM15 per original sales draft• RM5 per copy of the sales draft

13. How can I obtain further information and assistance?

Please contact Maybank Customer Service at the toll free number **1-800-88-9559** or log in to www.maybank.com.my.