FREQUENTLY ASKED QUESTIONS (FAQ)
APPLY, SPEND & WIN CAMPAIGN FOR NEW MAYBANK ISLAMIC IKHWAN X UNIFI

	QUESTION	ANSWER
		GETTING TO KNOW
1.	**What is the campaign offer?**	The Apply, Spend & Win Campaign for New Maybank Islamic Ikhwan X Unifi lets you, as a Malaysian citizen, to get RM100 cashback when you: • Sign-up for a Maybank Islamic Ikhwan Mastercard or myimpact credit card via MyUnifi app, Mobile app or Unifi self-care portal; and • Perform any retail spending via Maybank EzyPay-i instalment plan with minimum amount of RM1,000 with your newly received Maybank Islamic Ikhwan Mastercard or myImpact credit card within 90 days from the card approval date. This campaign runs from 15 October 2024 until 14 April 2025 (Campaign Period).
2.	**What is Maybank EzyPay-i**	Maybank EzyPay-i allows customer to make purchases via instalment plan at 0% management fees with payback period of their choice i.e. 6, 12, 18, 24 or 36 months, subject to their available credit limit at the point of purchase.
3.	**Who is eligible for the campaign?**	To be eligible for the RM100 cashback, you must be among the first 500 NEW card members to perform a minimum of RM1,000 retail spending in a single transaction via Maybank EzyPay-i with the newly acquired Maybank Islamic Ikhwan Mastercard or myimpact credit card via Unifi online channel within 90 days from the card approval date.
4.	**How do I apply the Maybank Islamic Ikhwan or MyImpact credit card?**	You can apply the Maybank Islamic Ikhwan or myimpact credit card by visiting the Unifi portal, MyUnifi app or Unifi Mobile app and click at 'Apply, Spend & Win' with Maybank Islamic credit card' campaign banner. Select the available credit card according to your preference and eligibility to apply.
5.	**Which are the available Maybank Islamic Ikhwan Credit Card-i?**	The available Maybank Islamic Ikhwan Credit Card-i are as follows: • Maybank Islamic MasterCard Ikhwan Gold Credit Card-i • Maybank Islamic MasterCard Ikhwan Platinum Credit Card-i • Maybank Islamic World Mastercard Ikhwan Credit Card-i • Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i
6.	**How long it takes for my credit card application to be approve and to receive the card?**	The credit card application via Unifi portal / MyUnifi app / Unifi Mobile app will take maximum up to 3 working days to be approved subject to the bank's approval process. Upon approval, the credit card will be delivered to customer within 3-5 working days. Terms and Conditions apply.
7.	**When will the cashback be credited?**	Cashback will be credited within 12 weeks from the last date of the month of which the purchase is performed. Example: If the purchase was performed on 10th January 2025, an eligible cardmember can expect the cashback to be credited within 12 weeks from 31st January 2025. Cashback will be credited to your Maybank credit card statement by end of April 2025.
8.	**Can I receive multiple rebates if I make multiple**	No, you are only entitled to 1 time cashback throughout the Campaign Period. Supplementary cardholder(s) spend and entitlement for the reward will be granted or credited to the principle cardholder.

	EzyPay-i transactions under this campaign?	
9.	Who do I contact for further enquiries regarding the campaign?	If you have any further questions or need assistance regarding this campaign, you can reach out our Unifi Care Crew or to Maybank Islamic Customer Care Hotline 1-300-88-6688.

	CREDIT CARD APPLICATION	
1.	**I forgot my Maybank2u username and password. What should I do?**	If you've forgotten both your Maybank2u username and password, please follow the steps below to retrieve your username and reset your password. 1. Visit www.maybank2u.com.my, click 'Forgot Login Details'. 2. Choose how you want to reset your account, and verify your details with your Access/Card No. and PIN. If you're resetting using your Access Number, key in your Internet Banking PIN. 3. Your username will be displayed. Note it down, then click 'Reset Password' to proceed. 4. Key in and confirm your new password. Then, key in the TAC mobile number received on your mobile and click 'Submit'. You can now log in to Maybank2u with your new password.
2.	**How do I reset my Maybank2u password?**	If you've forgotten your Maybank2u password, you may reset it by following the steps below. 1. Visit www.maybank2u.com.my, click 'Forgot Login Details'. 2. Choose how you want to reset your account, and verify your details with your Access/Card No. and PIN. If you're resetting using your Access Number, key in your Internet Banking PIN. 3. Verify that the username displayed is yours, then click 'Reset Password' to proceed. 4. Key in and confirm your new password. Then, key in the TAC mobile number received on your mobile and click 'Submit'. You can now log in to Maybank2u with your new password. If you know your Maybank2u password but want to update it instead, you can log in and update it under Settings
3.	**I have not logged in to Maybank2u for more than 6 months, and now I can't log in. How do I reactivate my account?**	Your account will be deactivated automatically if you do not log in for 6-12 months. Kindly call our Customer Care at 1-300 88 6688 (Malaysia) or +603-7844 3696 (Overseas) for assistance to reactivate your Maybank2u access. You will also have to request for a new TAC to proceed with your transaction. Do note that if there's no activity in your Maybank2u account for over 12 months, your Maybank2u account will be terminated. You will then need to register for a new account using your Access/Card Number and PIN.
4.	**Am I able to resume my application, if I choose not to upload the documents now?**	You can continue uploading your documents by following these steps. 1. Visit www.maybank2u.com.my, and click on 'Apply Products Online' in the top right corner of the page. 2. Click on 'Credit Card' and select 'Resume Application'. 3. Enter your IC Number and click on 'Resume'.

		4. You will be required to perform OTP Verification. Click on 'Request for OTP'. The OTP number will be sent to your registered mobile number via SMS. Key in the OTP number and click 'Submit' Upon successful, you will be able to view and select your previous application. Click 'Resume' to continue with your application process.
5.	**I am an existing Maybank Islamic Ikhwan Mastercard holder, am I able to subscribe another Maybank Islamic Ikhwan Mastercard?**	Unfortunately, you cannot apply for another card within the Maybank Islamic Ikhwan Mastercard product family. However, you are still eligible to apply for the Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i.
6.	**I am new to Maybank, can I apply for Maybank Islamic Ikhwan Credit Card or Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i?**	If you're new to Maybank, follow these steps before applying for a Maybank Islamic Credit Card. 1. Download the MAE app from your mobile app store. 2. Create a Saving Account-i by clicking 'Apply' at the bottom right of the MAE homepage. 3. Select Saving Account-i and complete the registration process. Once your registration is successful, you can apply for Maybank Islamic Ikhwan Credit Card or Maybank Islamic myimpact Ikhwan Mastercard Platinum Credit Card-i via Unifi Channels.

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