

8x points for ALL Petrol & Grocery purchases nationwide

FAQ

Q1 : When is the promotion period?

A1 : Promotion starts from 15 April – 15 July 2009.

Q2 : Who is eligible to participate in the promotion?

A2 : This promotion is applicable to ALL American Express Charge & Credit Cardmembers issued by Maybank & Maybank Islamic, excludes corporate card & American Express Singapore Airline Krisflyer Gold Credit Card and non Membership Rewards enrollees.

Q3 : I am not enroll with Membership Rewards programme, how do I enroll?

A3 : Please contact our customer service at +603-2050 0888. Please note that you will be charge the enrollment fees of RM25 (Non Frequent Traveler Option) or RM50 (Frequent Traveler option) based on the option subscribed. This is only applicable for the American Express Green Charge Card.

i. Non Frequent Traveler option:

Redeem your points for free dining, fashion accessories, entertainment, home ware and electrical appliances.

ii. Frequent Traveler option:

Redeem rewards available under the Non-Frequent Traveller Option or transfer your points to a frequent flyer or frequent guests programme to earn free flights and free hotel accommodation.

Q4 : Since American Express is already awarding RM1= 2x points, with this promotion, do I get a total of 10x points?

A4 : No, the 8x points are inclusive of the 2x base points.

Q5 : I am enroll with Membership Reward Turbo Programme, how many points will I be entitled?

A5 : Membership Reward Turbo enrollees will enjoy one (1) additional point.

e.g.

Total Petrol purchase	: RM 300
2x Base points	: 600 points
6x Bonus points	: 1,800 points
Turbo point (1 point)	: 300 points
TOTAL POINTS	: 2,700 points

Q6 : How do I enroll for the Membership Reward Turbo Programme?

A6 : Please contact our customer service at +603-2080 0888 and an annual enrolment fees of RM100 will be charge to your card. The Membership Reward Turbo Programme is only applicable for American Express Charge card only.

Q7 : I hold a Maybank American Express Credit Card/ Maybank Islamic Credit Card, do I need to enroll for the TreatsPoint programme? Can I enroll for the Membership Reward Turbo Programme?

A7 : No. All Maybank American Express Card/ Maybank American Express Islamic Credit Card are automatically enrolled for the TreatsPoint Programme.

No, the Membership Reward Turbo Programme is only applicable for American Express Charge Card only.

Q8 : What do I need to do to be eligible to participate?

A8 : Cardmembers need to register via SMS as per the following:

Type "**8x <space> 15-digit American Express card number**" and send to **36600**

Q9 : How do I confirm my registration?

A9 : If your registration is successful, you will receive a confirmation via SMS. If you do not receive your SMS confirmation, please try again, or please contact your Telco Service provider to verify if your phone number is under the Block List category.

Q10 : What is Block List and how come my number is under the Block List category?

A10 : Block list is basically to filter out all the spam SMS that you do not wish to receive, which has been requested by you to your Telco service provider. You can request with your Telco service provides to unblock or re-register with alternative unblock mobile number.

Q11 : How many times must I register?

A11 : Just register once for the entire Promotion Period and you will receive your SMS confirmation. The 8x points for all your Petrol & Grocery purchases will awarded from the date and time of confirmed registration.

Q12 : What if I have more than one Principal American Express Cards? Do I need register all?

A12 : You should register the Principal American Express Cards that will be used for petrol and grocery purchases.

Q13 : I am a supplementary American Express Cardmember, can I register?

A13 : Supplementary Charge Cardmembers do not need to register as all the Petrol & Grocery purchases will be aggregated to the Principal Card.

Supplementary Credit Cardmembers that have separate statement from Principal will need to register the card that will be used by petrol & grocery purchases.

Q14 : If my new American Express Cardmember was approved within the promotion period, do I still have to register via SMS?

A14 : Yes. All new American Express Cardmembers are also required to register via SMS.

Q15 : When will the 8x points be credited into my account?

A15 : The 2x base points which will be awarded for all purchase and reflected on the monthly Statement whereby, the balance 6x points will be awarded 8-10 weeks after promotion ends.

Q16 : Which is the participating grocery store?

A16 : All grocery stores nationwide that accept American Express Card, for e.g.

- Carrefour
- Cold Storage
- Choice Supermarket
- Cosmart
- Everise Supermarket
- Galaxy Supermarket
- Giant
- Hai-O Raya
- Hero Pasaraya
- Isetan Supermarket
- Jusco Supermarket
- Makro
- Mercato De Market Place
- Ngui Kee
- Parkson Aktif
- Sunshine
- KL Sogo Supermarket
- Tesco
- TMC Bangsar
- Village Grocer and many more.

Q17 : Which is the participating petrol station?

A17 : All petrol stations that accept American Express Card.

E.g. BHP Petrol, Caltex, Esso, Mobil, Petronas & Shell