

Campaign Information

Campaign Name	Maybank Treatspoints Redemption Programme Pilot for Etiqa Insurance and Takaful Policies/Certificates
Campaign Description	To allow customers to redeem Treatspoints on-the-spot to pay for their Etiqa insurance policies or takaful certificates
Campaign Duration	22/1/2024 – 4/2/2024
Campaign Eligibility	Open to customers as well as Maybank and Etiqa staff
Campaign Location	Available only at Etiqa Branch, Dataran Maybank, Bangsar, Kuala Lumpur
Service Partner	
Participation Method	<p>Step 1: Customer heads to Etiqa branch for policy/certificate sign-up or renewal</p> <p>Step 2: Customer requests for staff to verify their Treatspoints current balance</p> <p>Step 3: Customer selects a payment method if they would like to proceed</p> <p>Step 4: Based on customers’ current balance, they can either proceed with a full points redemption or partial points redemption</p> <p>Step 5: For partial points redemption, after the Treatspoints redemption is complete, the customer will select another payment option to proceed with to complete the whole payment process for the policy/certificate sign up or renewal.</p> <p>Step 6: The policy /certificate that was signed-up/renewed will be processed accordingly after successful payment is completed.</p>

Campaign Terms & Conditions

Treatspoints Redemption Terms & Conditions	<p><u>Terms & Conditions</u></p> <ul style="list-style-type: none"> • Treatspoints payment option is only applicable for Maybank card holders as per the following requirements with a conversion of 500 points equivalent to RM1. • Etiqa and Maybank Cards reserves the right to change, amend, add to the terms & conditions stated here, and/or terminate this campaign without prior notice. <p>Requirements;</p> <ul style="list-style-type: none"> • All MasterCard and Visa Credit Cards issued by Maybank and Maybank Islamic (excluding Corporate Cardmembers) • All American Express® Credit and Charge Cards issued by Maybank and Maybank Islamic (excluding Corporate Cardmembers) • All Prepaid Cards issued by Maybank • All Maybank Visa and MasterCard Platinum Debit Cards, Visa Debit Cards issued by Maybank • Only Principal Cardmembers with Cards issued by Maybank Malaysia can participate in this redemption programme, and accounts must be valid, in good standing, not closed, cancelled or terminated by Maybank or Cardmember to be eligible to redeem • Individuals that are currently not insured or covered with any Etiqa Insurance / Takaful comprehensive plan • Existing policy/certificate holders that are currently insured or covered with an Etiqa Insurance / Takaful comprehensive plan • Available for customers who visit Etiqa branch @ Dataran Maybank • Sign up/renewal can be for any Etiqa Insurance or Takaful comprehensive plan
Contact Point	<p>Who should I contact if I am having any difficulties or issues regarding this Treatspoints redemption programme?</p> <p>If you are facing any difficulties, feel free to contact Etiqa via the following options: Hotline: 1-300-13-8888 Livechat at Etiqa website or eti.qa/livechat</p>

Frequently Asked Questions?

- 1. Where can I redeem Treatspoints for Etiqa insurance policy / takaful certificate sign up and renewal?**

Redemptions are only currently available physically over the counter at Etiqa Branch, Dataran Maybank.
- 2. How can I proceed with Treatspoints redemption?**

Verification of Treatspoints can be done on the counter at Etiqa Branch, Dataran Maybank on your behalf before proceeding with partial or full redemption for policy/certificate sign-ups or renewals.
- 3. What is the difference between a full Treatspoints redemption and partial Treatspoints redemption?**

Depending on the amount of Treatspoints accumulated from customers' Maybank debit/credit card, full Treatspoints redemption can be opted for when one has sufficient points equivalent to their policy purchase price/takaful contribution amount, and partial Treatspoints redemption can be opted for if one has sufficient points to make payment for part of the policy purchase price/takaful contribution amount price while the remaining amount can be paid through other available alternative payment options such as debit or credit card, e-payment, cash, cheque and credit advice.
- 4. Can I redeem my Treatspoints online for insurance policy or takaful certificate sign-ups and renewal?**

No. At the moment the Treatspoints redemption programme for insurance policy or takaful certificate sign-ups and renewals can only be done on the counter at Etiqa Branch, Dataran Maybank.
- 5. What Etiqa policies/certificates can I purchase/sign up with the Treatspoints redemption as a payment method?**

Any Etiqa comprehensive policy/certificate plan can be purchased/participated in via sign-up or renewal with the Treatspoints redemption on the counter as a payment method.
- 6. Who do I contact if I am having any difficulties or issues with my Treatspoints redemption?**

If you are facing any issues or difficulties, please seek further assistance from the Etiqa branch staff on the counter or kindly reach out to the Etiqa hotline at 1-300-13-8888 or livechat at Etiqa website or eti.qa/livechat.