

Maybank Rewards Promo Frequently Asked Questions

1. What is this Promotion about?

This Promo rewards Maybank customers who complete one or more qualifying Maybank transaction (refer to table below) within the Promo Period. Customers who complete the qualifying transactions are given rewards points that can be collected to redeem rewards by logging in to the M2U mobile app.

No.	Maybank Product	Qualifier		Unique Promo Codes to receive	Total Reward Points	Reward Crediting Period (in Business Days)
1	iSave, EzySave, or EZYFLEX	Increase in ADB by at least Php5k VS. previous month within the Promo Period. Reward will depend on the value of the increase. For accounts opened in April 2026, ADB growth for April will be equivalent to the April month-end ADB.	P5,000 - P9,999	1	230	Within 3 days from end of the previous month
			P10,000 - P24,999	2	460	
			P25,000 - P99,999	1	1,150	
			P100,000 - P299,999	1	4,600	
			P300,000 - P499,999	3	13,800	
			P500,000 and up	5	23,000	
2	Debit Card Spend	At least Php2,500 single receipt straight transaction (online or in-store); Qualifying date will be the transaction posting date.		1	230	Within 2 days from posting date
3	Regular Credit Card	Approved and activated principal credit card within Promo Period and with credit limit of at least Php10,000; Qualifying date is the activation date.		1	230	Within 2 days from activation date
	Secured Credit Card	Approved and activated principal credit card within Promo Period and with credit limit of at least Php10,000; Qualifying date is the activation date.		2	460	Within 2 days from activation date
4	Credit Card Spend	At least Php2,500 single receipt transaction (online or in-store) on the principal credit card; Qualifying date is the transaction posting date.		2	460	Within 2 days from posting date
5	Personal Loan with Auto-Debit Arrangement	Booked within the Promo Period. Reward will depend on the value of the booked loan amount. Qualifying date will be booking date.	P100,000 - P399,999	1	1,150	Within 2 days from booking date
			P400,000 - P1,199,999	1	4,600	
			P1,200,000 - P1,999,999	3	13,800	

6	Auto Loan with Auto-Debit Arrangement	Booked within the Promo Period. Reward will depend on the value of the booked loan amount. Qualifying date will be booking date.	P500,000 – P1,999,999	1	1,150	Within 2 days from booking date
			P2,000,000 and up	1	4,600	
7	Mortgage with Auto-Debit Arrangement	Booked within the Promo Period. Reward will depend on the value of the booked loan amount. Qualifying date will be booking date.	P400,000 – P999,999	2	460	Within 2 days from booking date
			P1,000,000 – P3,999,999	1	1,150	
			P4,000,000 and up	1	4,600	
8	Bills Payment via M2U	For every 3 successful transactions within Promo Period; Qualifying date will be the transaction date.		1	230	Within 2 days from the 3rd transaction date

2. Who is eligible to join?

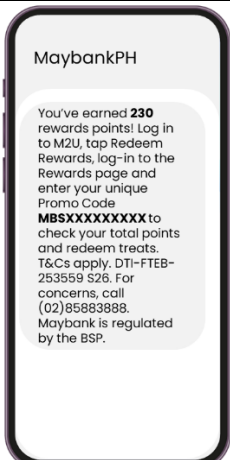
This Promo is open to Maybank customers who will meet the following requirements within the Promo Period:

- a. Has an active Maybank deposit, credit card, personal loan, auto loan or mortgage account
- b. Has an active mobile number registered in the system
- c. Aged 18 years old and above
- d. A Philippine resident throughout the duration of the Promo Period
- e. Able to complete any or a combination of the qualifying transactions

3. How do I collect the rewards points?

- a. Complete at least one (1) qualifying transaction mentioned in the Terms and Conditions from April 15, 2026 – June 15, 2026.
- b. Within 2-3 days, you will receive a Maybank notification via SMS confirming that you are qualified. The notification will include a Unique Promo Code (UPC).

Illustration of scenarios for the SMS notification/s with a UPC:

Scenarios	Points	UPC	SMS	Sample SMS
Scenario 1: Client completed a qualifying Debit Card Spend	230 Points	1 x 230 points	1	

<p>Scenario 2: Client completed a qualifying Credit Card Spend</p>	<p>460 Points</p>	<p>2 x 230 points</p>	<p>2</p>	<p>MaybankPH</p> <p>You've earned 230 rewards points! Log in to M2U, tap Redeem Rewards, log-in to the Rewards page and enter your unique Promo Code MBSXXXXXXXXXX to check your total points and redeem treats. T&Cs apply. DTI-FTEB-253559 S26. For concerns, call (02)85883888. Maybank is regulated by the BSP.</p>	<p>MaybankPH</p> <p>You've earned 230 rewards points! Log in to M2U, tap Redeem Rewards, log-in to the Rewards page and enter your unique Promo Code MBSXXXXXXXXXX to check your total points and redeem treats. T&Cs apply. DTI-FTEB-253559 S26. For concerns, call (02)85883888. Maybank is regulated by the BSP.</p>	
<p>Scenario 3: Client completed a qualifying iSave Increase in ADB by Php300k VS. previous month's ADB within the Promo Period</p>	<p>13,800 Points</p>	<p>3 x 4,600 points</p>	<p>3</p>	<p>MaybankPH</p> <p>You've earned 4,600 rewards points! Log in to M2U, tap Redeem Rewards, log-in to the Rewards page and enter your unique Promo Code MBPXXXXXXXXXX to check your total points and redeem treats. T&Cs apply. DTI-FTEB-253559 S26. For concerns, call (02)85883888. Maybank is regulated by the BSP.</p>	<p>MaybankPH</p> <p>You've earned 4,600 rewards points! Log in to M2U, tap Redeem Rewards, log-in to the Rewards page and enter your unique Promo Code MBPXXXXXXXXXX to check your total points and redeem treats. T&Cs apply. DTI-FTEB-253559 S26. For concerns, call (02)85883888. Maybank is regulated by the BSP.</p>	<p>MaybankPH</p> <p>You've earned 4,600 rewards points! Log in to M2U, tap Redeem Rewards, log-in to the Rewards page and enter your unique Promo Code MBPXXXXXXXXXX to check your total points and redeem treats. T&Cs apply. DTI-FTEB-253559 S26. For concerns, call (02)85883888. Maybank is regulated by the BSP.</p>

- c. To begin the redemption, an Eligible Customer has to log-in to the Maybank2u PH (M2U) Mobile App then tap 'Redeem Rewards' and agree to the Data Privacy reminders before getting redirected to the Maybank Rewards Redemption website powered by TLC Marketing Worldwide (Singapore) Pte. Ltd.
- d. To collect your rewards points, you must have your Rewards page profile.
 - i. For first time redemption of rewards points:
 1. Select 'Register/Login' on the Menu.
 2. Click 'Sign Up now' to create an account.
 3. Enter your e-mail address then proceed to verify your account using the code that will be e-mailed from support@tlcrewards.com.
 4. Set a Password for easy log-in for succeeding redemptions.
 5. Complete your profile creation by providing the requested information and agreeing to the relevant Terms and Conditions.

6. After profile creation, you will be led to profile page to enter the UPC that you received from Maybank PH. Tap 'Add' to automatically add your rewards points.
- ii. For succeeding redemption of rewards points:
 1. Select 'Register/Login' on the Menu.
 2. Log in with your verified email address and password.
 3. Proceed to redeem your rewards by selecting 'Profile' from the Menu, then enter the UPC that you received from Maybank PH and tap 'Charge' to automatically add your rewards points.

4. What does UPC mean?

UPC stands for Unique Promo Code. This is the code that eligible customers will receive once they complete a qualifying transaction. This code can also be added on your Profile Page to collect more Reward Points and redeem more Rewards.

5. Can I change my email?

Customers cannot change their email address once it has been verified. Reward Points cannot be moved, reassigned, converted, or credited to any other account or email address after the email address is set during the Sign up and verification email process.

TLC will not be held in any way responsible if: the email inbox is full; there are errors reported by the email management systems; the email is disabled; the provided email address is on a blacklist.

6. How do I spend my reward points and redeem rewards?

- a. To spend your Reward Points, select 'Redeem Rewards' on either the homepage or the Menu.
- b. You will be redirected to the 'Rewards Category' page where you can browse between Dining, Travel, or Activity reward categories.
- c. Select your preferred reward based on your available rewards points.
- d. After tapping 'Confirm' and completing your redemption, you will receive an e-mail from support@tlcrewards.com containing the redemption confirmation and Reward e-Voucher with the redemption details.
- e. The Reward must be redeemed at the participating merchant before the indicated Voucher Expiry Date found in the Reward e-voucher.
- f. Any remaining rewards points that are insufficient for redemption will expire after the Redemption Period.

7. I completed a qualifying transaction, but I did not receive a notification from Maybank with the Unique Promo Code (UPC), what do I do?

For inquiries regarding Maybank products and qualifying transactions, kindly contact Maybank Customer Care at (02) 8588-3888, PLDT Domestic Toll Free: 1-800-10-588-3888 or via e-mail at mpi.customerservice@maybank.com. Support is available from 8:00am to 12:00MN, Monday to Friday, including Public Holidays (excluding weekends).

8. I am a supplementary credit cardholder and used my credit card to purchase an item. Will I be eligible for the rewards points?

No, only principal credit cardholders are eligible to join the promo.

9. I got approved as a supplementary credit cardholder and I have activated my credit card. Will I be eligible for the rewards points?

No, only principal credit cardholders are eligible to join the promo.

10. I am a new-to-bank / first-time client of Maybank when I opened an iSave account during the Promo Period, how will my increase in ADB be computed?

For new accounts opened within the Promo Period, your ADB will be computed as the sum of the daily balances (Promo days only) of the account in a month divided by the number of Promo days in a month.

Your ADB growth will be computed as Promo ADB on Month 2 less Promo ADB on Month 1. To qualify to the promo, increase in Promo ADB should be by at least Php5k. Kindly refer to the example below.

ASSUMPTIONS:

- Account was opened April 15, 2026
- Client started depositing April 15, 2026 onwards

ILLUSTRATION OF ADB COMPUTATION AND ADB GROWTH:

A. ADB Growth for April VS. March - Customer deposits PHP5,000 on April 15 and maintains it until April 30.

Reference Dates		Sum of Daily Balances (A)	Number of Days (B)	Promo ADB = A/B (C)	Growth in ADB (MONTH 2 - MONTH 1 PROMO ADB)
MONTH 1	March 1-31, 2026	PHP 0	31	PHP 0	PHP 5,000
MONTH 2	April 15-30, 2026	PHP 75,000	15	PHP 5,000	

B. ADB Growth for May VS. April – Customer deposits additional PHP6,000 on May 01 and maintains it until May 31 on top of the existing balance.

Reference Dates		Sum of Daily Balances (A)	Number of Days (B)	Promo ADB = A/B (C)	Growth in ADB (MONTH 2 – MONTH 1 PROMO ADB)
MONTH 1	April 15–30, 2026	PHP 75,000	15	PHP 5,000	PHP 6,000
MONTH 2	May 1–31, 2026	PHP 341,000	31	PHP 11,000	

C. ADB Growth for June VS. May – Customer deposits additional PHP5,000 on June 01 and maintains it until June 15 on top of the existing balance.

Reference Dates		Sum of Daily Balances (A)	Number of Days (B)	Promo ADB = A/B (C)	Growth in ADB (MONTH 2 – MONTH 1 PROMO ADB)
MONTH 1	May 1–31, 2026	PHP 350,000	31	PHP 11,000	PHP 5,000
MONTH 2	June 1–15, 2026	PHP 240,000	15	PHP 16,000	

11. I did not receive a verification email to activate my Maybank Rewards Promotion account, what should I do?

Check your spam or junk SMS folder just in case. After 24 hours, if you still can't find it, please do not hesitate to reach out to our Support Team at our toll-free hotline 1800 1550 0007 or support@tlcrewards.com.

12. Are my rewards points stackable?

Yes, you may perform as many qualifying transactions as you wish and then add each UPC you receive to accumulate rewards points.

13. What kind of rewards can I claim?

You can select among different rewards categories such as Travel, Dining, and Activities.

14. How will I know if my reward redemption was successful?

Upon claiming your reward on the Maybank Rewards Promo website, you will receive a confirmation e-mail with your Reward e-voucher to your verified email.

15. Until when can I collect and redeem my rewards points?

You have until August 15, 2026 to collect and claim your rewards points via the Maybank Promo Rewards website. After this date, the Maybank Rewards Promo will not allow you to log in.

16. Until when can I use my redeemed reward?

Each e-voucher will have an expiry date. Kindly ensure to redeem your chosen reward before the expiry date.

17. What should I do if my total rewards points does not reflect the recently added UPC?

Try refreshing the page or clearing your cache and logging in again. If your total Reward Points still hasn't updated, kindly reach out to our Support Team at our toll-free hotline 1800 1550 0007 or support@tlcrewards.com. Available Monday–Friday, 10am–5pm (excluding weekends and public holidays).

18. Can I exchange my rewards points or rewards for cash?

No, rewards points or reward e-vouchers cannot be exchanged for cash.

19. Can someone else claim my reward or use my e-voucher on my behalf?

No, the reward cannot be used by someone else. The reward is only valid for the qualified eligible customer.

20. Are my rewards points transferrable?

Rewards points are non-transferable to another Profile/Account.

21. I have a question regarding this Maybank Rewards Promo. Who do I contact?

For inquiries regarding the Maybank Rewards Promo, customers may contact The Promo Customer Support Team at our toll-free hotline 1800 1550 0007 or via e-mail at support@tlcrewards.com from Monday to Friday, 10am–5pm (excluding Public Holidays and weekends).

Per DTI Fair Trade Permit No. FTEB-253559 Series of 2026

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<https://www.bsp.gov.ph>