

FREQUENTLY ASKED QUESTIONS MASTERCARD CASH CARD DISCONTINUATION

What will my Mastercard CashCard be replaced with?

There will be no replacement for this product. Alternatively, you can use your Baiduri Credit Card or Debit Card.

What will happen if my current Mastercard CashCard is faulty or due to other issues that requires a replacement after 31st March 2022?

No replacement card will be processed for the Mastercard CashCard submitted after 31st March 2022. For the remaining balance in your card, you can submit a request for the balance to be transferred.

My bonus points are linked to my Mastercard CashCard, what will happen to my points now?

You can request for an Instant Rewards Card at any of our branches. Your points will be converted to dollar value and transferred to that card which can be used at any Baiduri Bank terminal at over 2,000 participating establishments nationwide.

For existing customers, you can still continue to earn bonus points credited to your Mastercard CashCard. However, upon expiry of your Mastercard CashCard, you will need to apply for an Instant Rewards Card for the converted dollar amount to be credited into.

What will happen to the remaining balance in my Mastercard CashCard?

You can continue to use your balance until your card expires or you can submit a request for the balance to be transferred.