

Frequently asked questions:

1) *Is it possible to transfer existing balance from old card to new card?*

No. Please be sure to withdraw any remaining balance in your old card before you apply for a new card.

2) *What KYC copy to attach?*

Only the UAE ID card should be uploaded.

3) *Approximate time to receiving cards?*

The cards would take approximately 2-3 weeks to arrive, after which the key account manager will hand it over to you.

4) *How to activate card and check balance?*

To activate your MAF card,

Call **04 205 4000** and select 2 for English, select 2 for other cards, select 1 to activate your card, type in your card number and then generate a 4 digit PIN.

Log on to <https://prepaid.maffinance.com/cholder/welcome.action>

Type in your card number and click on Sign-up/Register.

Follow the steps and then finish registration.

You will need your PIN number to register online and hence the first step.

You can now check your balance online by logging in or call the number given above.

5) *How to check segments on agent console?*

Once you create the account, you will receive an activation mail in the email ID you provided on the console, after which you can log in using your user ID, PCC and Password to check segments

6) *What is agent sign?*

This is the three letter alphabetical code that is assigned to your agent ID in SABRE. To check this type '*S' and Enter on your Sabre screen.

7) *Should I register as a new MAF Card user if I already have an Old card?*

If the old card that you have is a VISA card, please enter "NO" in the MAF Card field and register for a new MAF Card.