



FAQ

Q: Why is the MY TouristPay App (“App”) being discontinued?

A: The App was a successful proof of concept. We are now focusing on other strategic initiatives to enhance cross-border payment solutions.

Q: When will the App be discontinued?

A: The App will be removed from all mobile app stores by 15 December 2024; and the functions of the App will be disabled on 31 December 2024 at 11:59pm (MYT).

Q: Will I still be able to use the App before it is discontinued?

A: Yes, you can continue to use the App for transactions until 31 December 2024 at 11:59pm (MYT).

Q: What will happen to my personal data?

A: We are committed to ensuring your data is handled securely. All personal and transactional data will be securely retained and/or deleted in accordance with the applicable laws.

Q: Can I access my transaction history after the App discontinued?

A: No, transaction history will no longer be accessible after 31 December 2024 at 11:59pm (MYT). We recommend downloading your transaction history before this date.

Q: What should I do if I have a dispute or need to request a chargeback?

A: If you encounter a dispute or require a chargeback for any transaction made through the App, please contact your Card Issuer to lodge a report on the dispute. We shall attend to the dispute which will be escalated by your Card Issuer accordingly.

Q: Who do I contact if I have questions or issues?

A: You can contact our support team at mytouristpay_help@finexuscards.com or +6034051991 until 1 March 2025.