

Frequently Asked Questions for Customers

Question	Answer
1. Why are we phasing out the Maxicare Multifunction Card/MediLink XP Card withdrawal feature?	This is a result of the transition of both Maxicare and MediLink to migrate to new medical claims reimbursement processes.
2. Can I still use my Maxicare Multifunction Card/MediLink XP Card for withdrawals and purchases in the meantime?	Yes, you can continue to check your balance and withdraw via ATMs and make POS purchases until January 31, 2026.
3. What are the upcoming changes on my Maxicare Multifunction Card/MediLink XP Card?	Effective February 1, 2026, the following changes will apply: ● EqB will phase out the withdrawal feature of the Maxicare Multifunction Card and MediLink XP Card ● Updated Terms and Conditions including new fee and charges related to the phase out of the card withdrawal feature.
4. What will happen to the MaxiHealth+ App e-Wallet?	Maxicare will phase out the MaxiHealth+ App including e-Wallet by year end of 2025.
5. Can I still use my Maxicare's MaxiHealth+ App e-Wallet for funds transfers in the meantime?	Yes, you can continue to transfer funds using your e-Wallet as usual.
6. Can I still use my Maxicare Multifunction Card/MediLink XP Card to avail of my HMO benefits and services?	Yes. You can continue to avail your HMO benefits and services without interruption as long as your membership is active.
7. I received an SMS from EqB saying I have zero balance in my Maxicare Multifunction Card/MediLink XP Card and/or Maxicare MaxiHealth+ App e-Wallet, what should I do?	The SMS is for your information only and no action is required from your end.
8. What if I forget my PIN but I still have my Maxicare Multifunction Card/MediLink XP Card?	You may call EqB 24/7 Customer Service at (632) 8241-5952 to request for PIN regeneration.
9. Can I use my remaining Maxicare Multifunction Card/MediLink XP Card balance to open an EqB deposit account?	No, you need to open an EqB deposit account with minimum initial deposit of P2,000. Your card's remaining balance will be transferred directly to your newly opened EqB account.
10. Is there an EqB deposit product that I can explore?	Yes, you may open an ATM Savings Account with a minimum required maintaining balance of P2,000.
11. What are the account opening requirements to open an ATM Savings Account?	Please prepare to bring the following before you visit any our branches. EqB Branch Locations https://www.equicomsavings.com/wp-content/uploads/2025/10/EqB-Branch-Locations.png EqB Account Opening Requirements https://www.equicomsavings.com/wp-content/uploads/2025/10/Account-Opening-Requirements-for-ATM-Savings-Account.png
12. May I know whom I can contact for additional questions or clarifications?	Please call our 24/7 Customer Service number (632) 8241-5952.