

ANNOUNCEMENT

NOTIFICATION: Temporary Auto Extension of Expired RHB Debit Card/-i for Usage at ATMs

Dear Valued Customers,

We understand that your RHB Debit Card/-i will be expiring soon and you will need to visit our branch to renew the card. In light of the current pandemic situation, we know this will not be easy. As such, we will temporarily extend your expired RHB Debit Card/-i for local ATM use until you are able to visit us to renew and activate your new RHB Debit Card/-i.

Important:

- ◆ This extension only allows you to use your expired Debit Card/-i at any ATMs in Malaysia for the allowable ATM functions until 31 March 2022. Should you need to use your Debit Card/-i for retail and online purchases, kindly proceed to obtain a renewal card at any RHB branch
- ◆ RHB Debit Card/-i with expiry date between March 2021 and December 2021 will be granted for this extension. Do get your card replaced within the next 3 months of the expiry date.
- ◆ You are reminded to keep your Debit Card/-i and PIN secure at all times. Do not at any time disclose the Debit Card/-i details and PIN to any other person.

Renewing Your RHB Debit Card/-i is Easy!

HERE ARE THE 2 STEPS TO RENEW YOUR RHB DEBIT CARD/-i AT ANY RHB BRANCH:

Step 1:	Download our QMS App and make an appointment at your preferred RHB Branch.
Step 2:	Visit your preferred branch and bring along your NRIC and Debit Card to renew your card. Please refer to RHB's website for our latest branch operating hours. (Click Here)

How to make an appointment at RHB branch:

- ◆ Scan the QR Code and download the QMS App



Step By Step :

1.	Select “Service Providers” and choose RHB Bank*
2.	Select “State” and preferred “RHB Branch”
3.	Choose “Debit Card Renewal & Others” and select “Appointment Ticket” to make an appointment
4.	Walk in to the Branch on your appointment date.
	<i>*RHB Bank refers to RHB Bank and RHB Islamic Bank</i>

For Terms and Conditions (T&C), please refer below:

Addendum Terms & Conditions of RHB Debit Card/-i ([Click here](#)).

Please ensure you have read and understand the addendum Terms & Conditions.

FREQUENTLY ASKED QUESTION

TEMPORARY AUTO EXTENSION OF EXPIRED RHB DEBIT CARD/-i FOR USAGE AT LOCAL ATMs

<p>1</p>	<p>Can I use my expired debit card/-i at any ATM?</p>	<p>Yes, you can use your expired debit card/-i to perform transaction(s) at local Automated Teller Machine (ATM)** with your existing ATM PIN.</p> <p><i>** RHB ATMs or other bank's ATMs which located in Malaysia.</i></p>
<p>2</p>	<p>What should I do if I do not wish to continue using the expired debit card/-i?</p>	<p>You will receive SMS from RHB. You may Opt-Out by replying to the SMS that were sent to you.</p> <p>Type RHBDCB <space> last 4 digit of debit card number and reply to 66300. For example "RHBDCB 1234"</p>
<p>3</p>	<p>Can I still use my expired debit card/-i for retail/online purchases?</p>	<p>No, you will not be able use the card for retail/online purchases at merchants upon expiry of the debit card/-i. Generally, the card can be used until the last day of the month in which it expires.</p> <p><i>I.e. if your card expiry is on 30th June, on 1st July onwards your debit card/-i can no longer be used for retail/online purchases. However, it may still be used at any local ATMs.</i></p>

4	<p>What do I need to do when my debit card/-i is going to expire?</p>	<p>You can visit any of our nearest RHB Branches to get your new debit card/-i within the next 3 months of its expiry. You are encouraged to use our QMS App to set an appointment in advance.</p>
5	<p>Do I need to bring documents for my debit card/-i renewal?</p>	<p>You need to bring your existing RHB Debit Card/-i and MyKad or Passport (for foreigners) for verification.</p>
6	<p>Will I get the same card number once I have renewed my debit card/-i?</p>	<p>No. Our debit cards are pre-printed and therefore, the renewed debit card/-i will have a new card number.</p>
7	<p>Will getting a new debit card/-i stop my recurring payments (auto-debit)?</p>	<p>Yes. The new debit card/-i number will have a different card number. Therefore, please update your merchants with the latest debit card/-i number to continue your recurring payments.</p>
8	<p>Do I need to change my RHB internet / mobile banking when I renew my debit card/-i?</p>	<p>No, you can still access your RHB internet / mobile banking as per normal.</p>

9	<p>Once I renew my debit card/-i, what do I need to do to continue my online / overseas transactions?</p>	<p>You would need to opt in for these. You can do so via any RHB ATM or walk into any RHB Branch or call our Customer Contact Center at 03 9206 8118. If you have opted in before, you would need to do this again with your renewed RHB Debit Card/-i.</p>
10	<p>Will I get a new PIN number when I renew my debit card/-i?</p>	<p>You will be guided to set the PIN for the new RHB Debit Card/-i at our branch upon renewal of your debit card/-i.</p>
11	<p>Is there any fee charged to renew my debit card/-i?</p>	<p>No, there is no fee charged on renewal.</p>
12	<p>Who should I contact for any inquiry?</p>	<p>Please contact our Customer Care Centre at 03-9206 8118, or write to us at customer.service@rhbgroup.com Alternatively, you may visit any RHB branch nearest to you.</p>

Thank you.