



FREQUENTLY ASKED QUESTION

RHB BALANCE TRANSFER ACCOUNT WITH EXCESS BALANCES

	Question:	Answer:
1.	What is a Balance Transfer account?	Balance Transfer account is an account created for you to make payment for the outstanding balances that you transferred from other credit card/charge card to your RHB Credit Card/-i.
2.	How do I check my Balance Transfer account details?	Please refer to your monthly card statement to see your Balance Transfer account details such as the account number (a 16-digits account starting with 54006941 or 70815360) and the excess fund amount.
3.	How do I make request for a refund/transfer of my excess balance?	Please call our Customer Contact Centre at +603-9206 8118 to arrange to: <ol style="list-style-type: none">1. Transfer the credit balance amount to your other RHB Credit Card account (if any), or2. Refund the credit balance amount to your RHB / other Bank Savings or Current account
4.	What will happen if I do not respond?	If there is no action taken and the excess amount still resides in your Balance Transfer account by 31/12/2023, the amount will be zeroised and submitted to Registrar of Unclaimed Money.
5.	How do I claim the money that has been submitted to Registrar of Unclaimed Money?	Please go to Jabatan Akauntan Negara Malaysia's official website [egumis.anm.gov.my] , sign up for an account and log into the account to check/to collect the Unclaimed Monies.