



FREQUENTLY ASKED QUESTION
DEBIT CARD/-i RENEWAL – REQUEST VIA RHB NOW

NO.	QUESTION	ANSWER
1	How would I know if my expired or going to expire Debit Card/-i is eligible for this exercise?	You will receive an SMS from RHB and please visit https://logon.rhb.com.my/ to submit the renewal card request.
2	What is the criteria for me to apply for this renewal card?	Your Saving / Current Account need to be active. You need to have a valid RHB Now login ID and password as the request is submitted via RHB Now. The renewal card cannot be couriered to a PO BOX address. Please ensure you have other alternative mailing address to receive the card.
3	Will I get the same card number once I have renewed my Debit Card/-i?	Yes.
4	Will getting a new Debit Card/-i stop my recurring payments (auto-debit)?	Please update your merchants with the latest debit card details i.e.; expiry date to ensure your recurring payment is not being impacted.
5	Do I need to change my RHB internet / mobile banking password when I renew my Debit Card/-i?	No, you can still access your RHB internet / mobile banking as usual.
6	I have opted in for online/overseas transaction for my previous Debit Card/-i. Do I need to opt-in again for the renewed Debit Card/-i?	No, you do not need to opt-in again.
7	Is there any fee charged to renew my Debit Card/-i?	No, there is no fee charged for renewal.
8	Do I need to pay courier charges?	No.
9	Who should I contact for any enquiry?	Please contact our Customer Care Centre at 03-9206 8118, or write to us at customer.service@rhbgroun.com Alternatively, you may visit any RHB branch nearest to you.
10	How do I activate my new Debit Card/-i ?	Do refer to the card mailer attached with the card for instruction on the steps and channels to activate your Debit Card/-i.



Terms & Conditions

Debit Card Renewal via Internet Banking

1. The **Debit Card Renewal via Internet Banking** programme ("**Programme**") is held by RHB Bank Berhad (Registration No 196501000373 (6171-M)) and RHB Islamic Bank Berhad (Registration No 200501003283 (680329-V)), both herein collectively referred to as "**RHB Bank**" unless specifically distinguished. The Programme will take effect now until December 2023, both dates inclusive ("**Programme Period**").
2. This Programme is applicable to RHB Debit Card/-i cardmembers/cardholders whose debit card expiry dates fall within March 2021 to June 2023, hereinafter referred to as "**Cardmember**".
3. Cardmember shall submit the request of debit card renewal via Internet Banking <https://logon.rhb.com.my/>
4. RHB Bank will not be accountable for any inaccurate or incomplete information provided by Cardmember that causes the applications not able to be processed and/or the new debit cards not reaching the Cardmember, save that the unprocessed applications and the new debit cards not reaching the Cardmember are due to the act, omission, default, negligence and/or misconduct on the part of RHB Bank and/or any of its employees, representatives and agents.
5. Cardmember can only apply for renewal of debit card(s) which is under their name.
6. RHB Bank may amend these terms and conditions or terminate the Programme by giving at least twenty-one (21) calendar days' prior notice to the Cardmember and stating in the notice the reason(s) for such amendment. Such notice may be effected by: -
 - i. mailing such notice to the Cardmember; or
 - ii. sending such notice by Short Message System or electronic mail to the Cardmember; or
 - iii. posting such notice on RHB's website.
7. If the Cardmember wish to enquire more information on the Programme, they may contact: -

Telephone	03-92068118 (RHB Phone Banking)
Email	customer.service@rhbgroup.com
Website	www.rhbgroup.com
RHB Now Inbox	https://logon.rhb.com.my/
8. If Cardmember are not satisfied with the resolution given by RHB Bank, please refer to Ombudsman for Financial Services (OFS) at 03-2272 2811.



Terma & Syarat

Pembaharuan Kad Debit melalui Perbankan Internet

1. Program Pembaharuan Kad Debit melalui Perbankan Internet ("**Program**") ini dianjurkan oleh RHB Bank Berhad (No Pendaftaran 196501000373 (6171-M)) dan RHB Islamic Bank Berhad (No Syarikat 200501003283 (680329-V)), kedua-duanya dirujuk sebagai "**RHB Bank**" kecuali dibezakan secara khusus. Program ini akan berkuatkuasa dari sekarang sehingga 31 Disember 2023, termasuk kedua-dua tarikh ("**Tempoh Program**").
2. Program ini terbuka kepada ahli kad/pemegang kad Kad Debit RHB yang tarikh luput kad debit mereka jatuh pada Mac 2021 sehingga Jun 2023, selepas ini dirujuk sebagai "**Ahli Kad**".
3. Ahli Kad hendaklah mengemukakan permintaan pembaharuan kad debit melalui Perbankan Internet <https://logon.rhb.com.my/>
4. RHB Bank tidak akan bertanggungjawab atas maklumat yang tidak tepat atau tidak lengkap yang diberikan oleh Ahli Kad yang menyebabkan permohonan tidak dapat diproses dan / atau kad debit baru tidak sampai ke Ahli Kad, kecuali jika permohonan yang tidak dapat diproses itu dan kad debit baru yang tidak sampai ke Ahli Kad disebabkan oleh tindakan, kelalaian, keingkaran, kecuaiian dan / atau salah laku pihak RHB Bank dan / atau mana-mana pekerja, wakil dan ejennya.
5. Ahli Kad hanya boleh memohon pembaharuan kad debit yang dipegang di bawah namanya.
6. RHB Bank boleh meminda terma dan syarat ini atau menamatkan Program ini dengan memberikan notis terlebih dahulu sekurang-kurangnya dua puluh satu (21) hari kalendar kepada Ahli Kad dan menyatakan dalam notis itu penjelasan untuk pindaan tersebut. Notis tersebut boleh dilaksanakan dengan: -
 - i. mengirimkan notis tersebut kepada Ahli Kad;
 - ii. menghantar notis tersebut melalui Sistem Pesanan Ringkas atau surat elektronik kepada Ahli Kad; atau
 - iii. menyiarkan notis tersebut di laman web RHB.
7. Sekiranya Ahli Kad ingin mendapatkan lebih banyak maklumat mengenai Program ini, mereka boleh menghubungi: -

Telefon	03-92068118 (Perbankan Telefon RHB)
Emel	customer.service@rhbggroup.com
Laman web	www.rhbggroup.com
Peti Masuk RHB Now	https://logon.rhb.com.my/

8. Sekiranya Ahli Kad tidak berpuas hati dengan penyelesaian yang diberikan oleh RHB Bank, sila rujuk Ombudsman for Financial Services (OFS) di 03-2272 2811.