

## Frequently Asked Questions (FAQ)

### Credit Card-i Maintenance via Internet Banking

No	Question	Answer
General		
1	What are the services I can perform with Credit Card-i Maintenance via Internet Banking?	You will be able to perform these services: <ol style="list-style-type: none"> <li>i. Card Activation</li> <li>ii. Set and change PIN</li> <li>iii. Report Lost/Stolen Card</li> <li>iv. Request for Card Replacement</li> <li>v. Activate Overseas Transactions and Withdrawal</li> <li>vi. Notify Overseas Travel</li> <li>vii. Apply for GOCash</li> <li>viii. Apply RSVP (Retail Spread Value Plan)</li> </ol>
2	What can I do with Credit Card-i Activation?	If you received or have switched to a new credit card, you may activate the card through Internet Banking.
3	What can I do with Credit Card-i Set PIN?	You can set or change your Credit Card-i PIN.
4	How many times can I change my PIN number?	No limit to the number of times you can change your PIN number
5	When setting up the PIN number, is there any special character I must use?	You must only use numeric numbers from 0 to 9 to set up your PIN
6	Is there any expiry date on the PIN number? For example, I must change the PIN number every 3 months	No, there is no expiry date.
7	What if I forgot my PIN number?	You must set your PIN number again by using the Set PIN function via Credit Card-i Maintenance on Internet Banking
8	What can I do if my Credit Card-i is lost or stolen?	Call our Contact Centre at 03-26 900 900 or perform Report Lost/Stolen Card via Credit Card-i Maintenance on Internet Banking. Your card will be blocked immediately, and a replacement card will be delivered to your default mailing address
9	My Credit Card-i has expired/faulty/broken/not working. How can I receive a new Credit Card-i?	Call our Contact Center at 03-26 900 900 or perform Request for Card Replacement via Credit Card-i Maintenance on Internet Banking to get your card replaced. The new card will be delivered to your mailing address within 7-10 working days.
10	If I request a Credit Card-i replacement, will I get a new card number?	No, only lost or stolen card will get a new card number

11	What is Overseas Transactions and Withdrawal function under Credit Card-i Maintenance?	You can activate or deactivate overseas transaction and withdrawal function on your Credit Card-i.
12	What is Notify Overseas Travel function under Credit Card-i Maintenance?	You can notify the bank of your travel period and destination to allow your Credit Card-i transactions to be smoothly processed by the bank.
13	What is Apply GOCash?	You can apply for GOCash program offered by Bank Islam using this function. GOCash is a program where you can apply for instant cash up to maximum of 90% of unutilized Bank Islam Credit Card-i facility limit. Approved amount will be credited into Cardmember's Bank Islam saving /current / transactional investment account. Information on this program can be obtained at <a href="https://www.bankislam.com/gc/">https://www.bankislam.com/gc/</a> .
14	What is Apply RSVP?	You can apply for RSVP program offered by Bank Islam using this function. RSVP is a program where your retail purchases (with minimum purchase of RM 1,000 in a single receipt transacted at terminal/merchant not acquired by Bank Islam) is converted into instalment plan. Information on this program can be obtained at <a href="https://www.bankislam.com/rsvp/">https://www.bankislam.com/rsvp/</a>

#### Credit Card-i Maintenance via Internet Banking

1	How do I activate Credit Card-i via Internet Banking?	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Card Activation</b> on <b>Credit Card-i Transaction Type</b></li> <li>iv. Select the <b>Credit Card-i Number</b> that you want to activate and click <b>Submit</b></li> <li>v. Key in <b>CVV Code</b> and click <b>Activate</b>. <i>CVV Code is on the back of your Credit Card-i</i></li> <li>vi. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure); <b>or</b> Click <b>Request i-Access Code</b>: <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> </ul> </li> <li>i. Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm</b>.</li> <li>vii. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> <li>viii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>
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<p>2</p>	<p>How do I set the PIN for Credit Card-i via Internet Banking?</p>	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Set PIN on Credit Card-i Transaction Type</b></li> <li>iv. Select the <b>Credit Card-i Number</b> that you want to set or change PIN and click <b>Submit</b></li> <li>v. Confirm the Credit Card-i number displayed and key in <b>New PIN</b> and <b>Confirm New PIN</b> for the card.</li> <li>vi. Click <b>Activate</b></li> <li>vii. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure); <b>or</b> Click <b>Request i-Access Code:</b> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm</b>.</li> </ul> </li> <li>viii. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> <li>ix. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>
<p>3</p>	<p>How do I report Lost/Stolen Credit Card-i via Internet Banking?</p>	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Report Card Lost/Stolen Card</b> on <b>Credit Card-i Transaction Type</b></li> <li>iv. Select the <b>Credit Card-i Number</b> and click <b>Submit</b></li> <li>v. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure); <b>or</b> Click <b>Request i-Access Code:</b> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm</b>.</li> </ul> </li> <li>vi. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> <li>vii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>

4	How do I request for a replacement Credit Card-i (due to expired/ faulty/ broken/ not working)?	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Request for Card Replacement on Credit Card-i Transaction Type</b></li> <li>iv. Select the <b>Credit Card-i Number</b> and click <b>Submit</b></li> <li>v. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure) <b>or</b> Click <b>Request i-Access Code:</b> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm.</b></li> </ul> </li> <li>vi. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> <li>vii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>
5	How do I enable or disable overseas transactions and withdrawal of my Credit Card-i?	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Overseas Transactions and Withdrawal on Credit Card-i Transaction Type</b> and select the <b>Credit Card-i Number</b> that you want to proceed</li> <li>iv. Choose between <b>Enabled</b> or <b>Disabled</b> and click <b>Change.</b></li> <li>v. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure) <b>or</b> Click <b>Request i-Access Code:</b> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm.</b></li> </ul> </li> <li>vi. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> </ol>

		<p>vii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</p>
6	How do I notify the bank on my overseas travel?	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Notify Overseas Travel</b> on <b>Credit Card-i Transaction Type</b> and the <b>Credit Card-i Number</b> that you want to proceed</li> <li>iv. Select the country that you will be travelling to and the date of your travel and click <b>Change</b></li> <li>v. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure) <b>or</b> Click <b>Request i-Access Code:</b> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm.</b></li> </ul> </li> <li>vi. Review the details displayed. If correct, click <b>Next</b> to complete your request.</li> <li>vii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>
	How do I apply for RSVP?	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Apply RSVP</b> on <b>Credit Card-i Transaction Type</b> and the <b>Credit Card-i Number</b> that you want to proceed</li> <li>iv. Eligible transaction for RSVP will be displayed. Select the transaction that you want to convert to instalment and click <b>Submit</b></li> <li>v. Select the tenure under <b>RSVP Tenure.</b></li> <li>vi. Read the <b>Terms and Conditions</b> and tick the box to confirm acceptance.</li> <li>vii. Click <b>Proceed</b></li> <li>viii. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to</li> </ol>

		<p><a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure) <b>or</b></p> <p>Click <b>Request i-Access Code:</b></p> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm.</b></li> </ul> <p>ix. Review the details displayed. If correct, click <b>Next</b> to complete your request.</p> <p>x. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</p>
	<p>How do I apply for GoCash?</p>	<p>Please follow the following steps:</p> <ol style="list-style-type: none"> <li>i. Login to Bank Islam Internet Banking at <a href="https://www.bankislam.biz/">https://www.bankislam.biz/</a></li> <li>ii. Go to <b>Settings</b> and select <b>Credit Card-i Maintenance</b> on the dropdown bar</li> <li>iii. Select <b>Apply GO Cash on Credit Card-i Transaction Type</b> and the <b>Credit Card-i Number</b> that you want to proceed</li> <li>iv. Click <b>Submit</b> to proceed</li> <li>v. Insert the amount you want to apply</li> <li>vi. Select the tenure for the instalment and the account to credit for GoCash</li> <li>vii. Read the <b>Terms and Conditions</b> and tick the box to confirm acceptance.</li> <li>viii. Click <b>Proceed</b></li> <li>ix. If you have activated <b>GO Secure</b>, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure) <b>or</b></li> </ol> <p>Click <b>Request i-Access Code:</b></p> <ul style="list-style-type: none"> <li>• iAC will be sent to your registered mobile number via SMS.</li> <li>• Key in the iAC at <b>i-Access Code</b> column and click <b>Confirm.</b></li> </ul> <p>x. Review the details displayed. If correct, click <b>Next</b> to complete your request.</p> <p>xi. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</p>