Frequently Asked Questions (FAQ)

Debit Card-i Maintenance via Internet Banking

No	Terms	Definitions
1	Card Not Present (CNP)	A Card-Not-Present (CNP) is transaction effected without physically presenting the VISA Debit Card-i at the point of sale such as E-Commerce (online), direct debit and Mail Order and Telephone Order (MOTO) transactions
2	Card Terminal	A device which links with payment cards to make electronic payment or funds transfers. The terminal is a means of capturing information from payments cards and consists of a secure keypad for entering PIN, a screen and a network connection to access the payment network for authorisation.
3	Contact	Contact transactions is when the chip of the card communicates with the payment device or terminal through a direct physical connection, for example, the card is inserted into a terminal.
4	Contactless	Contactless transactions use short-range wireless technology to securely complete payments between a contactless card or payment-enabled device and a contactless-enabled card reader.
5	GO Secure	GO Secure is a digital authentication method to approve transactions initiated at Internet Banking using secure verification. This feature shall replace the SMS based i-Access Code (iAC), wherever possible, and is available on GO by Bank Islam mobile application.

No	Question	Answer
General		
1	What are the services I can perform with Debit Card-i Maintenance via Internet Banking?	i. Debit Card-i Cancellation ii. Debit Card-i Transfer Daily Limit iii. Card Not Present (CNP) / Online Purchase Activation or Deactivation iv. Overseas Transaction Enablement or Disablement v. Retail Purchase Daily Limit (Contact) vi. Retail Purchase Daily Limit (Contactless) vii. Retail Purchase (Contactless) Maximum Amount Per Transaction viii. Debit Card-i Activation ix. Debit Card-i Set PIN
2	What can I do with Debit Card-I Cancellation?	If your Debit Card-i is lost or stolen you can cancel by performing Debit Card-i Cancellation via Internet Banking and your card will be cancelled immediately and the card can no longer be used permanently
3	What can I do with Debit Card-i Transfer Daily Limit?	This is the set up to change the transfer limit of the Debit Card-i for transaction performed on ATM machine
4	What can I do with Card Not Present (CNP) / Online	This is to enable or disable the online purchase function of the Debit Card-i

	Purchase Activation or Deactivation?	
5	What can I do with Oversea Transaction?	This is to enable or disable oversea transaction function of the Debit Card-i
6	What can I do with Retail Purchase Daily Limit (Contact)?	This is to change the daily limit of the Debit Card-i transaction made via a payment terminal by swiping the card. If you select RM0.00, the function will be disabled.
7	What can I do with Retail Purchase Daily Limit (Contactless)?	This is to change the daily limit of the Debit Card-i transaction made via a card terminal for contactless payment. If you select RM0.00, the function will be disabled.
8	What can I do with Retail Purchase (Contactless) Maximum Amount Per Transaction?	This is to change the maximum amount per transaction of the Debit Card-i made via card terminal for contactless payment
9	What can I do with Debit Card-i Set PIN?	You may set or change your Debit Card PIN Number via Internet Banking. If you forgot your PIN Number, you may reset it using this service as well
10	What can I do with Debit Card-i Activation	If you get a new Debit Card-i, you may activate the card using Debit Card-i Activation via Internet Banking.
Debit Card-i Maintenance via Internet Banking		
1	How do I perform Debit Card-i Cancellation?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Debit Card-i Cancellation** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Select **Cancellation Reason** and click **Cancel Debit Card-i** button viii. Verify details and click **Confirm** button You will be directed to an acknowledgement page that confirm the status of request. Authorisation via GO Secure is not required for this function
2	How do I change Debit Card-i Transfer Daily Limit?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Debit Card-i Transfer Daily Limit** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit**

		vii. Select **New Limit** and click **Change** button viii. Verify details and click **Next** button ix. Authorise your transaction via GO Secure using GO by Bank Islam mobile application. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to an acknowledgement page that confirm on the status of your request.
3	How do I enable/disable Card Not Present (CNP) / Online Purchase Activation?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Card Not Present (CNP)/Online Purchase Activation** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Select **New Status** and click on **Enable** to activate or **Disable** to deactivate viii. Click **Change** to proceed ix. Authorise your transaction via GO Secure. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure. x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to an acknowledgement page that confirm on the status of your request
4	How do I enable/disable Oversea Transaction Activation / Deactivation?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Oversea Transaction** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Select **New Status** and click on **Enable** to activate or **Disable** to deactivate viii. Click **Change** to proceed ix. Authorise your transaction via GO Secure. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure

		x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to an acknowledgement page that confirm on the status of your request
5	How do I change Retail Purchase Daily Limit (Contact)?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Retail Purchase Daily Limit (Contact)** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Choose the amount at **New Limit** viii. Click **Change** to proceed ix. Authorise your transaction via GO Secure. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to an acknowledgement page that confirm on the status of your request
6	How do I change Retail Purchase Daily Limit (Contactless)?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Retail Purchase Daily Limit (Contactless)** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Choose the amount at **New Limit** viii. Click **Change** to proceed ix. Authorise your transaction via GO Secure. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to Acknowledgement page that confirm on the status of your request
7	How do I change Retail Purchase (Contactless)	Please follow the following steps:

	Maximum Amount Per Transaction?	i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Retail Purchase (Contactless) Maximum Amount Per Transaction** v. At **Debit Card-i Number,** select the card you wish to perform maintenance vi. Click **Submit** vii. Choose the amount at **New Limit** viii. Click **Change** to proceed ix. Authorise your transaction via GO Secure. Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure x. Status of your authorisation will be reflected at GO by Bank Islam mobile application xi. Once completed, you will be directed to an acknowledgement page to confirm on the status of your request
8	How do I perform Debit Card-i Set PIN?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Log in to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar next to **Debit Card-i Transaction Type,** choose **Debit Card-i Set PIN** v. Key in your CVV Code vi. Provide your new PIN number and key in the same PIN Number to confirm your new PIN vii. Click **Set PIN** viii. If you have activated GO Secure, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may refer to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure) or Click **Request i-Access Code** and an IAC Code will be sent to the registered mobile number to be inserted at **i-Access Code** and click **Confirm.** You will be directed to an acknowledgement page that will confirm on the status of your request.
9	How do I perform Debit Card-i Activation?	Please follow the following steps: i. Go to https://www.bankislam.biz/ ii. Log in to Bank Islam Internet Banking iii. Click **Settings** and select **Debit Card-i Maintenance** iv. Click on the dropdown bar for **Debit Card-i Transaction Type,** choose **Debit Card-i Activation** v. Key in your Debit Card number vi. Key in your CVV Code

| | | vii. | Provide your new PIN number at and key in the same PIN Number to **confirm your new PIN** |
| | | viii. | If you have activated GO Secure, you will be prompted to authorise this request via GO Secure using GO by Bank Islam mobile application (you may Refer https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure) or Click **Request i-Access Code** and an IAC Code will be sent to the registered mobile number which is to be entered at **i-Access Code** and click **Confirm**. You will be directed to an acknowledgement page that confirm the status of request. |