FREQUENTLY ASKED QUESTIONS (FAQ) ON LIMITED EDITION BANK ISLAM VISA FIFA WORLD CUP 2026™ CARD-i AND CAMPAIGN

CREDIT CARD-i

1. **Who is eligible to apply for the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   All new customers of Bank Islam are eligible to apply for the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i

2. **What is the application process for new customers who are interested in applying for the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   Customers are required to fill up a new application form by visiting the nearest branch or apply via online through Bank Islam Corporate Website.

3. **What is the application process for existing customers who are interested in applying for the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   Unfortunately, this card is not eligible for existing cardmembers who wish to add card.

4. **What are the fees & charges of the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   Fees & charges are the same as per existing Bank Islam Visa Platinum Credit Card-i Kindly visit Bank Islam website for more details.

5. **What are the features of the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   Features of the card are the same as per existing Bank Islam Visa Platinum Credit Card-i. Kindly visit Bank Islam website for more details.

6. **What are the obligations of the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   Obligations are as per existing Bank Islam Credit Card-i Terms and Conditions. Kindly visit Bank Islam website for more details.

7. **If customer renews/misplaced their existing Bank Islam Visa Platinum Credit Card-i/Bank Islam Visa FIFA World Cup 2026™ Credit Card-i, will they receive the Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   No. Customer will receive Bank Islam Visa Platinum Credit Card-i.

8. **Upon card renewal after 3 years, will customer receive Bank Islam Visa FIFA World Cup 2026™ Credit Card-i?**
   No. Customer will receive Bank Islam Visa Platinum Credit Card-i

FREQUENTLY ASKED QUESTIONS (FAQ) ON LIMITED EDITION BANK ISLAM VISA FIFA WORLD CUP 2026™ CARD-i AND CAMPAIGN

DEBIT CARD-i

1. **Who is eligible to apply for the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   All new and existing Bank Islam customers with a savings or current account are eligible to apply for the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i except for minor and basic accounts.

2. **What is the application process for customer who are interested in applying for the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   Customers are required to visit any Branch to open a savings or current account. Existing savings or current account holders may add a Bank Islam Visa FIFA World Cup 2026™ Debit Card-i, subject to applicable fees.

3. **What are the fees & charges of the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   Fees & charges are as per existing Bank Islam Visa Debit Card-i. Kindly refer to the website for the details.

4. **What are the features of the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   Features are as per existing Bank Islam Visa Debit Card-i. Kindly refer to the website for the details.

5. **What are the obligations of the Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   Obligations are as per existing Bank Islam Visa Debit Card-i. Kindly visit Bank Islam website for more details.

6. **Upon card renewal, will customer receive the same Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   No. Customer will receive the existing Bank Islam Visa Debit Card-i.

7. **If customer misplaced their existing Bank Islam Visa FIFA World Cup 2026™ Debit Card-i, will they receive a new Bank Islam Visa FIFA World Cup 2026™ Debit Card-i?**
   It will depend on below situations:

Card replacement request **during campaign at Branches**	Customer will receive Bank Islam Visa FIFA World Cup 2026™ Debit Card-i
Card replacement request **via BIMB Mobile**	Customer will receive Bank Islam Visa Debit Card-i
Card replacement request **after campaign at Branches**	Customer will receive Bank Islam Visa FIFA World Cup 2026™ Debit Card-i if the stock is still available or else customer will receive Bank Islam Visa Debit Card-i

FREQUENTLY ASKED QUESTIONS (FAQ) ON LIMITED EDITION BANK ISLAM VISA FIFA WORLD CUP 2026™ CARD-i AND CAMPAIGN

CAMPAIGN

1. **When is the Campaign Period?**
   Campaign Period is from 1 March 2026 until 30 April 2026.

2. **Who can participate in the Bank Islam Visa FIFA World Cup 2026™ Campaign?**
   The campaign is open for all new & existing Bank Islam Visa Card-i Cardmembers.

3. **What criteria must Eligible Cardmembers fulfill to stand a chance to win a prize in the campaign?**
   Eligible Cardmembers can stand a chance to win a prize by fulfilling the following criteria: -

Product	Mechanism	Eligibility Unit (EU)	Grand Prize
Bank Islam Visa FIFA World Cup 2026™ Credit Card-i (new cardmember)	Every RM200 retail spend throughout campaign period	2x	**Grand Prize Winner x 1** • 2 tickets to FIFA World Cup 2026™ match (Semi-final) • 2 Roundtrip flight tickets • RM10,000 cash
Bank Islam Visa Credit Card-i (new and existing cardmember)		1x	
Product	**Mechanism**	**No. of Winners**	**Consolation Prize**
Bank Islam Visa FIFA World Cup 2026™ Credit Card-i (new cardmember)	Cumulative retail spend of RM3,000 throughout campaign period	First 200	**Consolation Prize Winners x 400:** Limited edition FIFA World Cup 2026™ merchandise
Bank Islam Visa FIFA World Cup 2026™ Debit Card-i (new cardmember)		First 200	

4. **Can an Eligible Cardmember receive more than one (1) prize during the Campaign Period?**
   Eligible Cardmember can only receive one (1) prize throughout the Campaign Period.

For more information on the campaign please refer to Bank Islam website.