

FREQUENTLY ASKED QUESTION

TEMPORARY EXTENSION OF EXPIRED BANK ISLAM DEBIT CARD-i FOR USAGE AT DOMESTIC ATMs.

No.	Question	Answer
1.	Can I use my expired debit card-i at any ATM?	Yes, you can use your expired debit card-i to perform cash withdrawal at domestic Automated Teller Machine (ATM) with your existing ATM PIN until 30 September 2022.
2.	What should I do if I don't agree with the extension of expired Bank Islam Debit Card-i for usage at domestic ATMs (as per Question 1 above) and I want to discontinue using the expired debit card-i?	<p>You will receive notification SMS from Bank Islam. You may Opt-Out by replying to the SMS that were sent to you (within 30 days).</p> <p><Type BIMB<space>NRIC<jarak>NO<></p> <p>If you did not receive the SMS, you may call our Contact Centre & Customer Care at 03 2690 0900 to opt out on the extension of debit card-i usage at domestic ATMs.</p>
3.	Can I still use my expired debit card-i for retail/online purchases?	<p>No, you are unable to use the debit card-i for retail/online purchases at merchants upon expiry date of the debit card-i. Generally, the debit card-i can be used until the last day of the month it is expired.</p> <p><i>E.g. If your debit card-i expiry date is on 30th September, 1st October onward your debit card-i no longer can be used for retail/online purchases. The debit card-i can only able to used at any domestic ATMs (subject to item 2 above).</i></p>
4.	What do I need to do when my debit card-i is going to expire?	You can visit any of our nearest Bank Islam Branches to get your new debit card-i.
5.	What happen to my recurring payments (auto-debit) once my debit card-i is expired?	Once your debit card-i expired, your recurring payments (auto-debit) will be stopped. You need to renew your debit card-i at nearest Bank Islam branches. You need to update your merchants with the latest debit card-i details accordingly to continue your auto-debit.
6.	Once I renew my debit card-i , what do I need to do in order for me to continue my online/ overseas transaction?	In order for you to continue your online/overseas transaction, you would need to opt in for these services. You can do so by calling our Contact Centre & Customer Care at 03 2690 0900 or you can enable (opt-in) your online/overseas at any Bank Islam ATM.
7.	Is there any fee charged to renew my debit card-i?	No, there is no fee charged on debit card-i renewal.

8.	Who should I contact for any inquiry?	You may contact Bank Islam Contact Centre at 03 2690 0900. You also may visit any Bank Islam Branch nearest to you.
9.	Will I get the same card number once I renewed my debit card-i?	No. You will get a new number once you renewed your debit card-i. Kindly refer to answers to Question 5 and 6 above to ensure continuation of your existing debit card-i services.
10.	Do I need to change my Bank Islam internet / mobile banking when I renew my debit card-i?	No, you can still access your internet / mobile banking as per normal.
11.	Will I get a new PIN number when I renew my debit card-i?	You will be guided to set the PIN for the new Bank Islam Debit Card-i at our branch upon renewal of your debit card-i.