

AFFINBANK Debit MasterCard - Frequently Asked Questions (FAQ)

Question 1

What is AFFINBANK Debit MasterCard?

AFFINBANK Debit MasterCard looks similar to a Credit Card or ATM (Automated Teller Machine) Card, but operates like cash or a personal cheque. Debit Cards are different from credit cards. Unlike credit card is a way to "pay later," a debit card is a way to "pay now". When you use a debit card, your money is automatically deducted from your Current or Savings account.

Question 2

Who can be eligible for AFFINBANK Debit MasterCard?

Any personal customers who have an AFFINBANK Current or Savings account aged eighteen (18) years of age and in full legal capacity to manage the card account.

Question 3

What is the minimum amount to apply for AFFINBANK Debit MasterCard?

New Customer

RM250 - With Touch 'n Go facility * for Savings account
RM100 - Without Touch 'n Go facility for Savings account
RM1,000- With/Without Touch 'n Go facility for Current account

Existing Customer

RM250 – With Touch 'n Go facility * for Savings account or Current account
RM 30 - Without Touch 'n Go facility for Savings account or Current account

Bulk account opening not less than RM30

Automatically the card will be without Touch 'n Go facility.
Customer who request to have *Touch 'n Go facility* * must provide minimum deposit of RM250.

Note * : Should CRC forget to earmark RM102 for Touch 'n Go card , the card will be temporarily block until the deposit of RM250 is maintained.
No earmarking is required for non Touch 'n Go facility card.

Question 4

How and where to get AFFINBANK Debit MasterCard?

- ₁ Visit the AFFINBANK Customer Relationship Centres (CRC) nearest to you
- ₂ Fill up a debit card application form when you open a Current or Savings Account
- ₃ Existing Current and Savings Account customer can apply for AFFINBANK Debit MasterCard

Question 5

Can I get a Debit MasterCard with my AFFINBANK account?

Yes. For Current and Savings Account customers, AFFINBANK offers the AFFINBANK Debit MasterCard with the MasterCard® Cirrus logo whereby you can use at all ATMs and merchants accepting MasterCard. Non AFFINBANK customers need to open a Savings account with a minimum deposit of RM250 (with Touch 'n Go) and RM100 (without Touch 'n Go) or Current Account with RM1,000.

Question 6

If I choose to change my Savings or Current account linked to AFFINBANK Debit Card, what should I do?

You have to go to the branch where you applied for the AFFINBANK Debit MasterCard account and fill up the new Debit card application form and indicate your intended account number in the account link column.

Question 7

Where can I use my Debit Card?

You can use your AFFINBANK Debit MasterCard at any Merchants with the MasterCard logo accepted at over 24 million locations worldwide. For ATM transaction, you can use it at any ATM machine that displays the MasterCard® Cirrus logo.

Question 8

What are the benefits of having AFFINBANK Debit MasterCard?

1. Convenience to pay for goods or services worldwide at 24 million merchant outlets that carries MasterCard logo.
2. Cash withdrawal transactions from ATMs subject to availability of funds in the designated Current or Savings Account and within the selected daily spending limit of the cardholder.
3. Touch n' Go auto reload facility. To ensure smooth auto reload transaction, the Bank will withhold a sum of RM102.00 in the designated Current or Savings Account. (Customers in Sabah and Sarawak will be excluded).
4. The Debit Cardholder will enjoy Cash Bonus of 0.5% of every RM spent with AFFINBANK Debit Card credited into the Current or Savings Account monthly.
5. Continue to enjoy the prevailing interest rate on the Savings Account.
6. Free travel insurance worth RM150,000.

Question 9

What is the difference between a Debit Card and a Credit Card?

Debit means "subtract". When you use a debit card, you are subtracting your money from your bank account. Debit cards allow you to spend only what is in your bank account. It is a quick transaction between the merchant and your personal bank account. The debit card transaction will be shown in your Savings or Current Account statement of account. Unlike credit card, no statement will be issued by Cards Business. Debit cardholder is advised to

retain their sales slips (receipts) to reconcile with their Savings or Current Account statement.

Credit is money made available to you by a bank or other financial institution, like a loan. The amount the issuer allows you to use is determined by your credit history, income, debts, and ability to pay. You may use the credit with the understanding that you will repay the amount, plus interest if you do not pay in full each month. You will receive a monthly statement detailing you charges and payments requirements.

Question 10

What should I know about Debit Cards?

- Using a debit card is often easier than obtaining a credit card
- Using a debit card instead of writing cheques saves you from showing identification or giving out personal information at the time of the transaction
- Using a debit card frees you from carrying cash or cheque book
- Using a debit card means you no longer have to stock up on traveler's cheque or cash when you travel
- Debit cards may be more readily accepted by merchants than cheque, especially in other states or countries wherever your card branch is accepted
- The debit card is a quick, "pay now" product, giving you no grace period.
- Using a debit card may mean you have less protection than with a credit card purchase for items which are new delivered, are defective, or were misrepresented. But, as with credit cards, you may dispute unauthorized charges or other mistakes within 60 days. You should contact AFFINBANK if a problem cannot be resolved with the merchant.
- Returning goods or canceling services purchased with a debit card is treated as if the purchase were made with cash or cheque.
- Cardholders are required to sign on the sales slips when using the debit card.
- For overseas transactions, PIN would be required to transact.

Question 11

Can I apply EPP (Easy Payment Plan) facility for purchases with my AFFINBANK Debit Card?

No. EPP is not applicable for Debit card but you can enjoy this facility with your AFFINBANK credit card . If you are not our credit cardmember, apply now. Please visit our website at www.affinbank.com.my or call our Call Centre at 03-5522 3000 for more details.

Question 12

What is my Daily Spending Limit?

For security control, AFFINBANK Debit Cardholder is provided with an option to choose a daily spending limit for their daily use for cash transactions as well as retail purchase as:

1. RM 1,000
2. RM 2,000
3. RM 3,000
4. Specify Amount (nearest RM 1,000, maximum of RM 10,000)

Question 13

How do I increase/decrease my Daily Spending Limit?

Please contact Call Centre at 03-5522 3000, and inform of the increase/decrease of the daily spending limit. The limit will be adjusted after 1 working day.

Question 14

Will there be any charges imposed by AFFINBANK for the Debit Card?

Yes. The charges are:

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|----|--|-------------------------|
| 1. | Annual Fee | RM20.00 (per annum) |
| 2. | Balance Inquiry at other Bank ATM | RM1.00 (per inquiry) |
| 3. | Cash Withdrawal through Cirrus at other Bank ATM | RM7.00 (per withdrawal) |

No. There are no charges imposed on Balance Inquiry and Cash Withdrawal performed at AFFINBANK ATMs

Question 15

How long does it take to receive a AFFINBANK Debit MasterCard?

You will get your AFFINBANK Debit MasterCard within **10 business days** by mail.

Question 16

What if there are two or more signatories (joint account) on my Current or Savings Account?

Joint account holders need to apply for separate AFFINBANK Debit MasterCard (two applications), but will be charged an Annual fee of RM20 based on per account basis. Separate cards allow each cardholder's transactions with different spending limit, and it allows you to have separate PIN. Joint Savings account holders with "Both to sign" will not be able to apply for AFFINBANK Debit MasterCard. There are no supplementary cards for Debit card.

Questions 17

What should I do upon receipt of AFFINBANK Debit MasterCard?

Kindly contact our Call Centre at 03-5522 3000 to activate the AFFINBANK Debit MasterCard immediately. You will not be able to use the AFFINBANK Debit MasterCard if the card is not activated.

Question 18

What should I do if my AFFINBANK Debit MasterCard is lost or stolen?

Please notify our Call Centre at 03-5522 3000 (during business hour) or our Authorization Centre at 03-5514 8407/8410 (after business hour) immediately to block your Debit Card. A replacement card will be issued to you at your request and the replacement card fee of RM 15.00 will be charged to your Current or Savings Account.

Question 19

What should I do if I forget my AFFINBANK Debit MasterCard PIN?

For the reissue of a PIN, the Debit Card needs to be replaced with a new Debit Card number. Please visit the AFFINBANK CRC nearest to you.

Question 20

What if my account balance is insufficient when comes to payment of renewal charges?

Usage to you Debit Card will be restricted until the renewal annual charge is debited to your Current or Savings Account.

Question 21

What kind of transaction that holding of funds will be done my Current or Savings Account and how much?

- i Hotel – amount depends on the duration of stay whereby on check –in, pre-authorization amount will be charged. During check-out, the pre-autho amount will be reversed and the actual amount will be charged.
- ii Petrol transaction at the pumps (out-door) – RM150 but some petrol operators allow to select the amount at the pump.

Question 22

If my Savings or Current account is maintained at Central branch(Home Branch), can I apply for AFFINBANK Debit card at Bangsar branch(Receiving Branch)?

Yes, you can. Just fill up the Debit card application form and everything will be arranged by the receiving branch.

InterBranch (with Touch 'n Go facility)

Procedures :

1. Customer to submit debit card application form at the receiving branch.
2. Receiving Branch to ensure available balance of RM250 since Touch'n Go.
3. Receiving Branch to instruct Home branch to earmark RM102 from the account via email and request for specimen card to verify signature.
4. Home branch to earmark and fax a copy of specimen card to the receiving branch within the same day.
5. Receiving branch to print the balance enquiry screen showing earmarking value of RM102.
6. Submit debit card application form together with supporting documents to Cards Business ie.photocopy of IC and Balance Inquiry screen.

InterBranch (non Touch 'n Go facility)

Procedures :

1. Customer to submit debit card application form at the receiving branch
2. Submit debit card application form together with supporting documents to Cards Business. Supporting documents are photocopy of IC and Balance Inquiry screen.