

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: <ul style="list-style-type: none"> i. Card Activation ii. Set and change PIN iii. Report Lost/Stolen Card iv. Request for Card Replacement v. Activate Overseas Transactions and Withdrawal vi. Notify Overseas Travel (This service is temporarily disabled until further notice) vii. Apply for GoCash viii. Apply GoFlexi (Retail Spread Value Plan)
2	What can I do with CreditCard-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 CreditCard-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 CreditCard-i is lost or stolen?	Call our Contact Centre at 03-26 900 900 or perform Report Card 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

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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 newcard 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 CreditCard-i Maintenance? (This service is temporarily disabled until further notice)	You can notify the bank of your travel period and destination toallow your Credit Card-i transactions to be smoothly processedby the bank.
13	What is Apply GoCash?	You can apply for GoCash program offered by Bank Islam usingthis 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 https://www.bankislam.com/gc/
14	What is Apply GoFlexi?	You can apply for GoFlexi program offered by Bank Islam using this function. GoFlexi 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 https://www.bankislam.com/gf/
Credit Card-i Maintenance via Internet Banking		
1	How do I activate Credit Card-i via Internet Banking?	Please follow the following steps: i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Card Activation on Credit Card-i

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		<p>Transaction Type.</p> <ul style="list-style-type: none"> iv. Select the Credit Card-i Number that you want to activate and click Submit. v. Key in CVV Code and click Activate. CVV Code is on the back of your Credit Card-i. vi. 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). vii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
2	How do I set the PIN for Credit Card-i via Internet Banking?	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Set PIN on Credit Card-i Transaction Type. iv. Select the Credit Card-i Number that you want to set or change PIN and click Submit. v. Confirm the Credit Card-i number displayed and key in New PIN and Confirm New PIN for the card. vi. Click Activate. vii. 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). viii. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
3	How do I report Lost / Stolen Credit Card-i via Internet Banking?	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i

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		<p>Maintenance on the dropdown bar.</p> <ul style="list-style-type: none"> iii. Select Report Card Lost/Stolen Card on Credit Card-i Transaction Type iv. Select the Credit Card-i Number and click Submit. v. 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). vi. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
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> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Request for Card Replacement on Credit Card-i Transaction Type. iv. Select the Credit Card-i Number and click Submit. v. 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). vi. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
5	How do I enable or disable overseas transactions and withdrawal of my Credit Card-i?	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Overseas Transactions and Withdrawal on Credit Card-i Transaction Type and select the Credit Card-i Number that you want to proceed. iv. Choose between Enabled or Disabled and click

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		<p>Change.</p> <ul style="list-style-type: none"> v. 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 GOSecure). vi. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
6	<p>How do I notify the bank on my overseas travel?</p> <p>(This service is temporarily disabled until further notice)</p>	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Notify Overseas Travel on Credit Card-i Transaction Type and the Credit Card-i Number that you want to proceed. iv. Select the country that you will be travelling to and the date of your travel and click Change. v. 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). vi. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
7	<p>How do I apply for GoFlexi?</p>	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Apply GoFlexi on Credit Card-i Transaction Type and the Credit Card-i Number that you want to proceed. iv. Eligible transactions for GoFlexi will be displayed. Select the transaction that you want to convert to

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		<p>instalment and click Submit.</p> <ul style="list-style-type: none"> v. Select the tenure under GoFlexi Tenure. vi. Read the Terms and Conditions and tick the box to confirm acceptance. vii. Click Proceed. viii. 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). ix. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.
8	How do I apply for GoCash?	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Login to Bank Islam Internet Banking at https://www.bankislam.biz/ ii. Go to Settings and select Credit Card-i Maintenance on the dropdown bar. iii. Select Apply GoCash on Credit Card-i TransactionType and the Credit Card-i Number that you want to proceed. iv. Click Submit to proceed. v. Insert the amount you want to apply. vi. Select the tenure for the instalment and the account to credit for GoCash. vii. Read the Terms and Conditions and tick the box to confirm acceptance. viii. Click Proceed. ix. 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). x. Once completed, you will be directed to the acknowledgement page that confirm the status of your request.