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 a 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 that links with payment cards to make electronic payments or funds transfers. The terminal is a means of capturing information from payment cards and consists of a secure keypad for entering a PIN, a screen and a network connection to access the payment network for authorization.
3	Contact	Contact transactions are 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 via 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.

BANK ISLAM
Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
General		
1	What are the services I can perform with Debit Card-i Maintenance via Internet Banking?	The services available for Debit Card-i Maintenance are as follows: 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 x. Debit Card-i Replacement
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.
3	What can I do with Debit Card-i Transfer Daily Limit?	This is a set up to change the transfer limit of the Debit Card-i for transactions performed on ATM.
4	What can I do with Card Not Present (CNP) / Online Purchase Activation or Deactivation?	This is to enable or disable the online purchase function of the Debit Card-i.
5	What can I do with Oversea Transaction?	This is to enable or disable the oversea transaction function of the Debit Card-i
6	What can I do with the 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 the 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.

No	Question	Answer
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 forget 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.
11	What can I do with Debit Card-i Replacement?	You may replace your debit card if your debit card falls under any of the following conditions: i. Due for expiry (i.e., before the expiry month/year stated on the Debit Card-i) ii. Retained in ATM iii. Faulty or broken iv. Not working as intended v. Physically too old There are three (3) card types available for you to choose from: i. Bank Islam Visa Debit Card-i ii. Bank Islam Visa Tabung Haji Debit Card-i iii. Bank Islam Visa Team Harimau Debit Card-i Note: RM12 will be charged for replacement of card due to loss, stolen or damaged. For more information on the applicable fees and charges, you may refer to https://www.bankislam.com/personal-banking/bank-islam-cards/bank-islam-debit-card-i/ The new Debit Card-i will be delivered to your address within 7 to 10 working days, and the delivery will be completely free of charge.
12	Can I replace expired Debit Card-i via Internet Banking?	No, you may replace/renew expired Debit Card-i at any Bank Islam branch.
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.**

No	Question	Answer
		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. ix. Authorise your transaction via GO Secure. Refer to 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 acknowledgment page that confirms on the status of your request.
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 the **Change** button. viii. Verify details and click the **Next** button. ix. Authorise your transaction via GO Secure using GO by Bank Islam mobile application. Refer to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure x. Status of your authorization will be reflected at GO by Bank Islam mobile application. xi. Once completed, you will be directed to an acknowledgment page that confirms the status of your request.

BANK ISLAM

Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
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 to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure. x. Status of your authorization will be reflected at GO by Bank Islam mobile application. xi. Once completed, you will be directed to an acknowledgment page that confirms 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 and Withdrawal**. 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 to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure. x. Status of your authorization will be reflected at GO by Bank Islam mobile application.

BANK ISLAM

Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
		xi. Once completed, you will be directed to an acknowledgment page that confirms on the status of your request.
5	How do I change the 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 to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure. x. Status of your authorization will be reflected at GO by Bank Islam mobile application. xi. Once completed, you will be directed to an acknowledgment page that confirms on the status of your request.
6	How do I change the 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 to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure.

BANK ISLAM

Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
		x. Status of your authorization will be reflected at GO by Bank Islam mobile application. xi. Once completed, you will be directed to the Acknowledgement page that confirms on the status of your request.
7	How do I change Retail Purchase (Contactless) Maximum Amount Per Transaction?	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 (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 to https://www.bankislam.com/personal-banking/services/go-secure/ for more information on GO Secure. x. Status of your authorization will be reflected at GO by Bank Islam mobile application. xi. Once completed, you will be directed to an acknowledgment page to confirm 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. Login 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 at **CVV Code**. vi. Provide your new number at **Set Your New PIN** and key in the same PIN Number at **Confirm Your New PIN**. vii. Click **Set PIN**.

BANK ISLAM

Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
		viii. You will be prompted to authorise this request via GO Secure using the 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. Status of your authorization will be reflected at GO by Bank Islam mobile application. x. Once completed, you will be directed to an acknowledgment page to confirm 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. 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 Activation**. v. At **Debit Card-i Number**, select your Debit Card number. vi. Key in your CVV Code at **CVV Code**. vii. Provide your new PIN at **Set Your New PIN** and key in the same PIN Number at **Confirm Your New PIN**. viii. You will be prompted to authorise this request via GO Secure using the 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. Status of your authorization will be reflected at GO by Bank Islam mobile application. x. Once completed, you will be directed to an acknowledgment page to confirm the status of your request.
10	How do I change my Debit Card-i if my card is retained in the ATM?	i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking. iii. Click **Settings** and select **Debit Card-i Maintenance**.

BANK ISLAM
Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
		iv. Click on the dropdown bar for Debit Card-i Transaction Type, choose **Debit Card-i Replacement**. v. At **Debit Card-i Number**, select the card number you wish to perform maintenance. vi. At **New Debit Card-i Type**, select the type of card you wish to replace. vii. At **Reason for Replacement**, select **Card Retained in ATM**. viii. Select your mailing address from the dropdown or key in the address you wish the card to be delivered to at **Mailing Address**. ix. Verify the details of the transaction. If it is correct, click **Replace** to proceed. x. You will be prompted to authorise this request via GO Secure using the 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). xi. Status of your authorization will be reflected at GO by Bank Islam mobile application. xii. Once completed, you will be directed to an acknowledgment page to confirm the status of your request.
11	What should I do if my Debit Card-i is due for expiry (i.e., before expiry month/year stated on the Debit Card-i)?	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 Replacement.** v. At **Debit Card-i Number**, select the card number you wish to perform maintenance. vi. At New **Debit Card-i Type**, select the type of card you wish to replace. vii. At **Reason for Replacement**, select **Card Expired**. viii. Select your mailing address from the dropdown or key in the address you wish the card to be delivered to at **Mailing Address**. ix. Verify the details of the transaction. If it is correct, click **Replace** to proceed. x. Verify the details.

BANK ISLAM

Bank Islam Malaysia Berhad • 198301002944 (98127-X)

No	Question	Answer
		xi. You will be prompted to authorise this request via GO Secure using the 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) . xii. Status of your authorization will be reflected at GO by Bank Islam mobile application. xiii. Once completed, you will be directed to an acknowledgment page to confirm the status of your request.
12	How do I change to a new Debit Card-i if my card is broken/not working as intended/the card is too old, or I just simply need a newer card?	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 Replacement**. v. At **Debit Card-i Number**, select the number card you wish to perform maintenance. vi. At **New Debit Card-i Type**, select the type of card you wish to replace. vii. At **Reason for Replacement**, select **Others.** viii. Select your mailing address from the dropdown or key in the address you wish the card to be delivered to. ix. Choose your mailing address from the dropdown menu or manually enter the address where you want the card to be delivered. x. You will be prompted to authorise this request via GO Secure using the 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) . xi. Status of your authorization will be reflected at GO by Bank Islam mobile application. xii. Once completed, you will be directed to an acknowledgment page to confirm the status of your request.