

## **FREQUENTLY ASKED QUESTIONS (FAQs)**

### **BANK RAKYAT PDRM CREDIT CARD-i**

#### **1) What is Bank Rakyat PDRM Credit Card-i?**

Bank Rakyat PDRM Credit Card-i is a Credit Card-i offered **EXCLUSIVELY** for Royal Malaysia Police (RMP) personnel and RMP non-management personnel.

#### **2) When will the Bank Rakyat PDRM Credit Card-i be available?**

Bank Rakyat PDRM Credit Card-i will be available starting from 19 February 2024.

#### **3) What are the main features of Bank Rakyat PDRM Credit Card-i?**

The main features of Bank Rakyat PDRM Credit Card-i are as follows:

- i. **EXCLUSIVE** card design for RMP personnel.
- ii. Special **CASH WITHDRAWAL FEE** of 1.5% or minimum RM15 (whichever is higher) at the automated teller machine (ATM) or Bank Rakyat counter.

#### **4) Who can apply for the Bank Rakyat PDRM Credit Card-i?**

Only RMP personnel and RMP non-management personnel are eligible to apply for Bank Rakyat PDRM Credit Card-i

#### **5) What are the types of cards offered?**

Types of Credit Card-i offered are according to the position of the RMP personnel as follows:

<b>Card Type</b>	<b>Position</b>
Platinum	<b><u>Senior Police Officers</u></b>
	- Inspector General (IG)
	- Deputy Inspector General (DIG)
	- Commissioner Police (CP)
	- Deputy Commissioner of Police (DCP)
	- Senior Assistant Commissioner (SAC)
	- Assistant Commissioner Police (ACP)
	- Superintendent Police (SUPT.)
	- Deputy Superintendent Police (DSP)
	- Assistant Superintendent Police (ASP)
	- Inspector (INSP)
	- Probationary Inspector (P/I)

Gold	<b><u>Police Officers</u></b> <ul style="list-style-type: none"> <li>- Sub-Inspector (SI)</li> <li>- Sergeant Major (SM)</li> <li>- Sergeant (SJN)</li> <li>- Corporal (KPL)</li> <li>- Lance Corporal (L/KPL)</li> <li>- Constable (KONST)</li> </ul>
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**6) Are Bank Rakyat PDRM Credit Card-i cardholders eligible for the Bank Rakyat 8%.GOV.MY program?**

Yes, Bank Rakyat PDRM Credit Card-i cardholders are eligible for the Bank Rakyat 8%.GOV.MY program only if the application is approved before 31 August 2024.

**7) How can I apply for the Bank Rakyat PDRM Credit Card-i?**

Submit your online application through Bank Rakyat Quick (BRICK) or visit Bank Rakyat's nearest branches.

**8) I am an RMP personnel and an existing cardholder of Bank Rakyat Credit Card-i. Can I apply for the Bank Rakyat PDRM Credit Card-i?**

Yes, you can apply for the Bank Rakyat PDRM Credit Card-i conversion via the following methods:

Method	Details
First	<ul style="list-style-type: none"> <li>• Reply to SMS from the Bank offering to convert the card.</li> </ul> <p><small>*SMS will be sent occasionally</small></p>
Second	<ul style="list-style-type: none"> <li>• Email to <a href="mailto:kkredit@bankrakyat.com.my">kkredit@bankrakyat.com.my</a> for a card conversion application with the below details:               <ul style="list-style-type: none"> <li>- Name</li> <li>- Existing Credit Card-i Number</li> <li>- Phone Number</li> <li>- Position</li> </ul> </li> </ul>

**9) I am a Bank Rakyat PDRM Credit Card-i cardholder. Can I enjoy the benefits of Bank Rakyat PDRM Credit Card-i if I have ended my service as PDRM personnel?**

If the cardholders have ended their service as RMP personnel, the Bank has the right to convert the Bank Rakyat PDRM Credit Card-i to Gold or Platinum Credit



Your Bank of Choice

Card-i depending on eligibility and the cardholders will no longer be eligible for the benefits of Bank Rakyat PDRM Credit Card-i.

**10) How long am I eligible to hold Bank Rakyat PDRM Credit Card-i?**

You are eligible to hold Bank Rakyat PDRM Credit Card-i until the retirement age of 60 years.

**11) What if I ended my service as PDRM personnel before the age of 60?**

i. Reply notification from Bank Rakyat during card renewal to update employment status.

**OR**

ii. Contact Bank Rakyat Card Centre at 03-2693 6880 to update your employment status.

**12) How do I apply or get more information about Bank Rakyat PDRM Credit Card-i?**

- a) Go to [brick.bankrakyat.com.my](http://brick.bankrakyat.com.my) (Bank Rakyat BRICK) for online application or
- b) Visit our website at [www.bankrakyat.com.my](http://www.bankrakyat.com.my); or
- c) Contact Bank Rakyat Card Centre at 03-2693 6880