

FREQUENTLY ASKED QUESTIONS FOR COMPLIMENTARY ACCESS TO PLAZA PREMIUM LOUNGE

1. What is the complimentary access to Plaza Premium Lounge?

Complimentary access to Plaza Premium Lounge allows the Bank Rakyat Credit Card-i cardholders access to Plaza Premium Lounge worldwide by presenting selected Bank Rakyat Credit Card-i.

2. Who is eligible to enjoy the complimentary access to Plaza Premium Lounge?

Bank Rakyat Principal Credit Card-i and Supplementary Credit Card-i cardholders are entitle to enjoy the complimentary access to Plaza Premium Lounge worldwide as details below:

Card Type	Complimentary Access Entitlement
Bank Rakyat Platinum Explorer Credit Card-i	Three (3) complimentary access per year for each cardholder
Bank Rakyat Platinum Xclusive Explorer Credit Card-i	Five (5) complimentary access per year for each cardholder
Bank Rakyat Platinum Persatuan Alumni Universiti Teknologi Malaysia Credit Card-i	Two (2) complimentary access per year for each cardholder

3. What are the facilities available at the Plaza Premium Lounge?

Facilities include lounge seating area, food and beverages, newspapers and magazines, flight information, internet access, and international TV channels. All facilities are subject to availability at the specific Plaza Premium Lounge location visited.

Notes: Food and beverages is **LIMITED** to **HALAL** item only. Bank Rakyat shall not be held responsible for any **NON-HALAL** food and beverages consumed by the Cardholders that are meant to be served for **NON-MUSLIM** customers. Bank Rakyat also shall not be held responsible for the availability of alcoholic beverages provided by Plaza Premium Lounge.

4. How can the cardholders check their quota or remaining balance of complimentary access?

Cardholders are advised to download the Smart Traveller app by Plaza Premium Lounge. They will need to link their Card to the Smart Traveller app. The app allows Cardholders to check their eligible quota balance, as well as the locations and facilities they are entitled to enjoy.

5. What will happen after the complimentary access has been fully utilized?

Cardholders can still access Plaza Premium Lounge at their own expense, at a special rate determined by Plaza Premium Lounge. Payment must be made using Bank Rakyat's Credit Card-i to enjoy the special rate.

6. How can the cardholders obtain the complimentary access to Plaza Premium Lounge?

Cardholders are required to present a valid Bank Rakyat Credit Card-i at Plaza Premium Lounge. Card members may also be asked to present additional documents such as a flight pass or any other documents requested by the Plaza Premium Lounge staff. No reservation is required.

7. Is there any age limit and additional conditions to access the Plaza Premium Lounge?

There is no age limit to access the Plaza Premium Lounge. Entry for kids aged two (2) years and below is FREE. Children aged above two (2) years will enjoy a special rate subject to the charges imposed by Plaza Premium Lounge.

8. How can the cardholders obtain information's about the Plaza Premium Lounge?

Please visit Plaza Premium Lounge website for more information on lounge locations, operating hours, available facilities, and terms and conditions. The list of Plaza Premium Lounge locations is also available at www.bankrakyat.com.my.

9. How can I get information's about these facilities?

- a. Visit the Bank's website at www.bankrakyat.com.my; or
- b. Contact the Bank Rakyat Card Centre at 03-2693 6880.

This FAQ is subject to the Terms and Conditions of the Complimentary Access to Plaza Premium Lounge, the General Terms and Conditions of Bank Rakyat Credit Card-i and other terms as determined by Bank Rakyat from time to time.