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FREQUENTLY ASKED QUESTIONS (FAQs):
BANK RAKYAT CREDIT CARD-i REVISED LOYALTY PROGRAM

1. What is Bank Rakyat Credit Card-i Revised Loyalty Program?

Bank Rakyat Credit Card-i Revised Loyalty Program (“**Program**”) is a revision of mechanism for the existing Rakyat Reward Points and Tabung Rakyat Rebate.

2. What are the revised mechanism of this Program?

A. Rakyat Reward Points

Effective **16 June 2022**, Rakyat Reward Points will have an expiration period of three years. However, no changes on the **Rakyat Reward Points** mechanism which is one point given to the cardholder for every RM10 spent. The points will then be converted into cash at the rate of RM0.10 per 10 points.

B. Tabung Rakyat Reward @ Rakyat Rebate

Effective **16 June 2022**, Tabung Rakyat Reward will be revised as **Rakyat Rebate** and total profit rebate earned will be offset against principal outstanding balance on the statement date.

The Rakyat Rebate table will be remained as per Tabung Rakyat Rewards mechanism as stipulated in the table below:

Descriptions	Year 1	Year 2	Year 3
Auto Debit Facility	0.5%	0.5%	0.5%
Good Paymaster	1.0%	1.0%	1.5%
Other Bank Rakyat Financing Facility	0.5%	1.0%	1.0%
Total Rebate (Rakyat Rebate)	2.0%	2.5%	3.0%

3. Who can participate in the Program?

Cardholders whose accounts are valid, good standing, not closed, cancelled, suspended or terminated by Bank Rakyat are eligible to participate in this Program subject to the terms and conditions. Principal or Supplementary Cardholders are eligible to participate in this Program.

4. How to calculate the new Rakyat Reward Points expiration period?

Effective 16 June 2022, Rakyat Reward Points will have three years expiration period. Rakyat Reward Points earned in a particular month are valid until the end of that calendar month in the third year.

- (a) All Rakyat Reward Points earned prior to 16 June 2022 will expire on 15 June 2025.
- (b) All Rakyat Reward Points earned starting 16 June 2022 onwards will have three years expiration period based on the Rakyat Reward Points earned for that month.



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Below is the sample table depicting the Rakyat Reward Points accumulated and the applicable expiry date:

Month/Year	Rakyat Reward Points Accumulation	Rakyat Reward Points Expiration
Prior to 15 June 2022	Up to 15 June 2022	On 15 June 2025
June 2022	From 16 to 30 June 2022	On 30 June 2025
January 2023	From 1 to 31 Jan 2023	On 31 Jan 2026
March 2024	From 1 to 31 March 2024	On 31 March 2027

5. I am an existing Bank Rakyat Credit Card-i cardholder, what will happen to my total profit rebate Tabung Rakyat Rewards earned before 16 June 2022?

For existing cardholders, the total rebate for Tabung Rakyat Rewards accumulated until 15 June 2022 will be converted into Rakyat Reward points by using existing Rakyat Reward mechanism. The conversion illustration is as per below table:

Scenario	Month/Year	Tabung Rakyat Reward	Conversion to Rakyat Reward Points	Total Existing Rakyat Rewards	Total Rakyat Reward Points Accumulation
1	Prior to 15 June 2022	Up to 15 June 2022			16 June 2022
		RM50	5,000 points	10,000 points	<u>15,000 points</u>
2	Prior to 15 June 2022	Up to 15 June 2022			16 June 2022
		RM100	10,000 points	15,000 points	<u>25,000 points</u>

6. How do I redeem Rakyat Reward Points?

You may redeem your Rakyat Reward Points **ONLY** via iRakyat internet banking at www.irakyat.com.my

Note: Please refer terms and conditions for iRakyat internet banking registration

7. How do I check my Rakyat Reward Points balance?

Your accumulated Rakyat Reward Points will be reflected in your monthly card statement.

8. Can I combine my Rakyat Reward Points for redemption if I have more than one (1) Principal Card?

Yes. You can combine your accumulated Rakyat Reward Points for each card for redemption

9. Can my Supplementary Cardholders redeem his or her Rakyat Reward Points?



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No. Rakyat Reward Points can only be redeemed by the Principal Cardholders.

10. Are my Rakyat Reward Points transferable?

No, your Rakyat Reward Points are not transferable to any other accounts including your Supplementary Cardholders or third-party account. However, if a replacement card is issued, the accumulated Rakyat Reward Points earned in the previous card will be automatically transferred to the new Credit Card-i Account.

11. If I cancel my Credit Card-i, can I still redeem my Rakyat Reward Points?

No. All Rakyat Reward Points will be forfeited and you will not be entitled for conversion and/or redemption upon card cancellation.

Note:

1. We advise you to read and understand the full terms and conditions of the Bank Rakyat Loyalty Program.
2. For any enquiries or assistance, please call 1300-80-5454 or 03-26936880.