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TERMS AND CONDITIONS
BANK RAKYAT CREDIT CARD-i REVISED LOYALTY PROGRAM

A. ELIGIBILITY & PARTICIPATION

- 1. The Bank Rakyat (“BR”) revised Loyalty Program (“Program”) is opened to all cardholders **INCLUDING** Bank Rakyat’s employees where the Credit Card-i accounts must be valid, in good standing, not closed, cancelled, suspended or terminated by BR to participate in the program.

B. EFFECTIVE PERIOD

- 1. The program will commence effective from 16 June 2022.

C. LOYALTY PROGRAM MECHANISM

1. Rakyat Rewards

- 1.1 One point will be to cardholders for every RM10 spent. The points will then be converted into cash at the rate of RM0.10 per 10 points.
- 1.2 There will be a new expiration period on Rakyat Rewards. Please refer item D.

2. Tabung Rakyat Rewards/ Rakyat Rebate

- 2.1 Effective from 16 June 2022, Tabung Rakyat Rewards will be revised as **Rakyat Rebate**.
- 2.2 The Rakyat Rebate schedule will be remained as per below table:

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%

- 2.3 Effective 16 June 2022, the profit rebate earned from Rakyat Rebate will be offset against principal outstanding balance on the statement date.
- 2.4 The rebate will be shown in the monthly statements as part of the items billed to the cardholder.



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- 2.5 For existing cardholders, Tabung Rakyat Rewards accumulated until 15 June 2022 will be **converted into Rakyat Rewards** point by using the following conversion method. The conversion illustration as per below table:

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

D. EXPIRATION OF RAKYAT REWARDS

- Effective from 16th June 2022, Rakyat Rewards will have an expiration period of three years. Rakyat Rewards earned in a particular date of any month are valid until last date of calendar month of the third year. Below is the illustration table depicting accumulated Rakyat Rewards and the applicable expiry date:

Month/Year	Rakyat Rewards Accumulation	Rakyat Rewards Expiration
Prior to 15 June 2022	Up to 15 June 2022	On 30 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

- All Rakyat Rewards should be redeemed prior to the expiry date. There will be no extension of period given to any of the expired Rakyat Rewards.
- The Cardholders will be notified of the number of Rakyat Rewards accumulated in monthly card statement.
- The Cardholders may view their points accumulation via iRakyat. Please refer item **(F)** for iRakyat registration.

E. RAKYAT REWARDS REDEMPTION

- Cardholders accounts must be in good standing (currently not overdue in payment), not closed, cancelled, suspended or terminated by BR or cardholders at time of redemption request.



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2. Rakyat Rewards accumulated in Principal and Supplementary Cardholders card account can only be redeemed by Principal Cardholders.
3. Rakyat Rewards are only valid for redemption after Rakyat Rewards have been awarded.
4. Cardholders may redeem Rakyat Rewards via iRakyat **ONLY**.
5. Cardholders may redeem their accumulated Rakyat Rewards to any of the following available options: -
 - a. Credit to Bank Rakyat Current Account-i and Savings Account-i (CASA)
 - b. Offset Bank Rakyat Credit Card-i outstanding balance
 - c. Points conversion to appointed business partner.

F. ONLINE RAKYAT REWARDS REDEMPTION VIA iRAKYAT

1. Cardholders may register at Bank Rakyat iRakyat by following the steps below: -

Step 1	Log on to www.irakyat.com.my and click on “Log in”, select “Personal Banking”.
Step 2	Click on “Register”, select “I have a Bank Rakyat Debit Card-i/Credit Card-i” to proceed.
Step 3	Register as a member with your Credit Card-i number, mobile phone number and Card PIN. If you have mobile number that is already registered with Bank Rakyat, you will receive a Transaction Authorization Code (TAC) via SMS and key in the TAC number and click “Next”.
Step 4	Create your user ID, new password and email address and create secure phrase and select a colour from the listing. Read and accept the terms and conditions and click “Submit”.
Step 5	Once registration is completed, system will display the secure phrase and default daily online transaction limit. Click “Click Here” to proceed to login page.
Step 6	Once successful, proceed to “Login” with your user ID and password to enjoy the benefits.

2. Cardholders may follow the steps below for Rakyat Rewards redemption through iRakyat: -

Step 1	At the homepage, go to “Rakyat Rewards” and you may view all the rewards redemption information.
Step 2	To redeem, login to iRakyat with your registered user ID and Password.
Step 3	Go to account info and click “Card”



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Step 4	Select "Rakyat Rewards" and choose your desired redemption points or rebates methods (CASA-i/OFA/Appointed partners).
Step 5	Select the redemption methods with amount
Step 6	Upon completion, proceed to "check out", confirm the redemption details and a message will be displayed to confirm the redemption order.

G. GENERAL TERMS & CONDITIONS

1. These terms and conditions shall be read in conjunction with the General Terms and Conditions of Bank Rakyat Credit Card-i.
2. The Cardholder agrees to be bound by the terms and conditions set out herein and agree to access Bank Rakyat's website from time to time to view any changes or variations to any of the Terms and Conditions and to obtain information from Bank Rakyat for clarifications for any of unclear Terms and Conditions stated.
3. Bank Rakyat shall not be liable for any delays, losses, shortages, notification or any incorrect correspondence either via email, letter or appropriate communication medium.
4. Bank Rakyat shall not be responsible for any eventuality caused by natural disasters, wars, riots, curfew, fire, flood, drought, storm, epidemic or pandemic, system failures or any circumstances beyond control of Bank Rakyat.
5. **DISCLAIMER: SUBJECT TO THE EXTENT PERMITTED BY LAW, BANK RAKYAT SHALL NOT BE LIABLE TO ANY CARDHOLDERS FOR ANY DIRECT, INDIRECT, SPECIAL, INCIDENTAL, CONSEQUENTIAL DAMAGES OR EXEMPLARY DAMAGES (INCLUDING LOSS OF USE, DATA, BUSINESS OR PROFITS) ARISING FROM OR RELATING TO YOUR PARTICIPATION IN THIS CAMPAIGN, WHETHER LIABILITY SHALL ARISE FROM ANY CLAIMS BASED ON CONTRACT, WARRANTY, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY OR OTHERWISE, AND WHETHER CARDHOLDERS HAVE BEEN ADVISED OR POSSIBILITY OF SUCH LOSS OR DAMAGE CAN OCCUR.**
6. Bank Rakyat reserves the right and absolute discretion to add, delete, amend, reject and/or remove any terms and conditions stated herein from time to time, by publishing 21 days notification that will be published in Bank Rakyat corporate website and any changes, rejection or addendum will take effect on the date after 21 days notification being send out.
7. The Terms and Conditions shall be governed by and construed in accordance with the laws in Malaysia.
8. For further information and queries, please call Bank Rakyat Card Centre at 03-2693 6880 or visit www.bankrakyat.com.my



9. In the event of any inconsistency between the English version and the Bahasa Malaysia version of these Terms and Conditions, the English version shall prevail to the extent of such inconsistency.