

FREQUENTLY ASKED QUESTIONS (FAQs):
RAKYAT REWARD POINTS CONVERSION – AIRASIA POIN

1. What is Rakyat Reward Points Conversion – airasia poin program?

Rakyat Reward Points Conversion – airasia poin is a collaboration between Bank Rakyat and airasia rewards for points redemption and conversion of Rakyat Reward Points.

2. When the Rakyat Reward Points Conversion – airasia poin program will be effective?

Rakyat Reward Points Conversion – airasia poin will commence effective from 10 March 2023.

3. Who can participate in the Rakyat Reward Points Conversion – airasia poin program?

The Rakyat Reward Points Conversion – airasia poin program are opened to all Bank Rakyat Credit Card-i holders and **MUST** have a valid airasia membership account.

4. How do I redeem Rakyat Reward Points Conversion – airasia poin?

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

Note: Please refer Terms and Conditions for iRakyat internet banking registration

5. What are the conversion value of Rakyat Reward Points to airasia poin?

The conversion will ONLY be available for every 2,500 Rakyat Reward accumulation points.

6. What can I redeem if I convert my Rakyat Reward Points to airasia poin?

You can redeem for flights, hotels, deliveries (food, grocery and xpress) and airasia poin deals.

Note: Redemption is LIMITED to HALAL items ONLY. Bank shall not be held responsible for any NON-HALAL items convert by cardholders that are meant to be served for NON-MUSLIM customers.

7. How long the conversion and redemption of Rakyat Reward Points to airasia poin will be process?

Redemption and conversion of Rakyat Reward Points to airasia poin will take approximately four (4) business days from the date of redemption order.

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

You can check Rakyat Reward Points balance in your monthly Credit Card-i statement or iRakyat internet banking.

9. Can my Supplementary cardholder redeem Rakyat Reward Points to airasia poin?

No. Rakyat Reward Points redemption to airasia poin can be redeem by principal cardholder ONLY.