

**NOTICE: TEMPORARY CESSATION OF EASY PAYMENT SCHEME (EPP) AND 0% INSTALMENT PLAN (FLEXI) OF BANK RAKYAT CREDIT CARD-i**

**Frequently asked questions**

- 1. What is the purpose of issuing this EPP and FLEXI temporary cessation notice?**  
The purpose of this notice is to notify Bank Rakyat Credit Card-i holders on the temporary cessation of the EPP and FLEXI services.
- 2. How long is the temporary cessation period for the EPP and FLEXI services?**  
The temporary cessation period of the EPP and FLEXI services is effective from 1<sup>st</sup> October 2019 until 31<sup>st</sup> December 2019.
- 3. Why Bank Rakyat temporarily ceased the EPP and FLEXI services?**  
Bank Rakyat temporarily ceased the EPP and FLEXI services to allow system enhancement process in order to improve the service quality.
- 4. Are there any changes on the EPP and FLEXI monthly payment structure for existing customers within this temporary cessation period?**  
There will be no changes in the monthly payment structure for the existing EPP and FLEXI customers during the temporary cessation period. Payment must be made based on the amount stated in the Credit Card-i monthly statement.
- 5. Are the existing Bank Rakyat Credit Card-i holders allowed to perform new EPP & FLEXI transactions?**  
No. The existing cardholders are **NOT** allowed to perform any EPP or FLEXI transaction within this temporary cessation period.
- 6. Where to obtain further information about the temporary cessation on EPP & FLEXI?**  
Further information about the temporary cessation on the EPP and FLEXI services is available at:  
a) Bank Rakyat website: [www.bankrakyat.com.my](http://www.bankrakyat.com.my)  
b) Bank Rakyat Internet Banking: [www.irakyat.com.my](http://www.irakyat.com.my)  
c) Call Centre: 1 300 80 5454  
d) Bank Rakyat Card Centre: 03-2693 6880  
e) Social Media of Bank Rakyat (Facebook & Instagram)