

FREQUENTLY ASKED QUESTIONS CASAIA @ Branch

1. Who is eligible to join this Campaign?

 This Campaign is open to new and existing customer of the Participating Products (Individual, Joint and Trust account holders).

2. What is the mechanism for this Campaign?

i. Prize Draw

Items	Description				
Participating	Investment-i Account Rizq Plus				
Products	Nuri Savings Account-i				
	Savings Account-i				
	Current Account-i				
	Term Deposit-i				
	Note : Open to Individual, Joint and Trust Accounts o				
	(Resident and Non Resident)				
Mechanics	For eligibility, the Customer to perform below mechanics to				
	earn entries for Prize Draw.				
	MECHANICS	ENTRY			
	Open a new Participating Product	1 entry			
	Perform a minimum investment/deposit				
	as outlined below to the participating				
	account at CDM or Over the Counter				
	(OTC) and provide the receipt to branch = 1 entry				
	personnel.				
	Investment-i Account Rizq Plus				
	Nuri Savings Account-i				
	Savings Account-i				
	Current Account-i	Every			
		RM1,000 = 1			
		entry			
	Term Deposit-i	Every			
		RM10,000 =			
		1 entry			



Your Bank of Choice

Items	Description		
	The eligible customers need to fill in the eligibility form		
	and return the form to branch personnel. The eligibility		
	form will be used to determine the winner during the		
	prize draw.		
	The eligible customers may perform multiple		
	investments / deposits daily to obtain multiple entries.		
	Transactions can be performed at any Bank Rakyat		
	branch.		
	The eligibility form can only be obtained from the original		
	branch of account opening (Home Branch).		

ii. Monthly Reward

Items	Description			
Participating	Investment-i Account Rizq Plus			
Products	Note : Open to Individual, Joint and Trust Accounts only			
	(Resident and Non Resident)			
Mechanics	Category 1: Highest Balance Growth (Month on Month)			
	This category is given to the account that records the highest balance growth in Investment-i Account Rizq Plus throughout the month.			
	Category 2: Account with No Withdrawal Transaction			
	This category is for the account that maintains a record of			
	no withdrawal for the entire month.			
	Note : The account must be active, valid and existing for at			
	least 1 whole month to be eligible for both categories.			

3. How long is this Campaign?

The Campaign starts from 7 October 2024 to 31 December 2024. However, Bank Rakyat may change or amend the campaign period, if necessary from time to time.



4. What Prizes are offered for this campaign?

i. Prize Draw

- Prizes offered for this Campaign are as displayed at respective Bank Rakyat branches.
- Prizes offered are different for each Bank Rakyat branch.

ii. Monthly Draw

Category	Month	No of Winner	Prize
Category 1	October 2024	1 winner	RM2,000
	November 2024	1 winner	RM2,000
	December 2024	1 winner	RM2,000
Category 2	October 2024	1 winner	RM2,000
	November 2024	1 winner	RM2,000
	December 2024	1 winner	RM2,000

5. Are customers still eligible for the Investment-i Account Rizq Plus normal prize draw?

In addition to having the chance to win the campaign prize draw, customers can still participate in the Investment Account-i Rizq Plus Prize Draw held monthly.

6. How is the winner selection done?

i. Prize Draw

- Winner selection will be decided by Bank Rakyat branches through manual balloting.
- All the decisions are final and no correspondence, objections or appeals will be entertained.
- Winners will be notified via short message service (SMS) or telephone call or other appropriate method determined by Bank Rakyat. Bank Rakyat will NOT be responsible if the winner cannot be contacted or fails to contact Bank Rakyat for a prize claim.

ii. Monthly Reward

• Winner selection for each category will be decided by Bank Rakyat



- In instances where multiple individuals qualify as winners within a particular category, winners will be selected through system balloting.
- Balloting will be conducted at random using a computerised system.
- All the decisions are final and no correspondence, objections or appeals will be entertained.

7. How will the winner be informed of the campaign results?

Winners will be notified through short message service (SMS), telephone calls or other methods determined by Bank Rakyat. Bank Rakyat will NOT be held responsible if the winner cannot be reached or fails to contact Bank Rakyat for the prize claim.

8. Where to obtain further information about this campaign?

Further information is available through the following official communication channels:

- Contact Center: 1300 80 5454
- www.bankrakyat.com.my
- Bank Rakyat's official social media