

FREQUENTLY ASKED QUESTIONS (FAQs):**RAKYAT REWARDS POINTS CONVERSION PROGRAM AND DONATION TO NATIONAL CANCER SOCIETY MALAYSIA****1. What is the Rakyat Reward Points Conversion Program and Donation to the National Cancer Society Malaysia?**

The Rakyat Rewards Points Conversion Program and Donation to National Cancer Society Malaysia (NCSM) is a collaboration between Bank Rakyat and the National Cancer Society Malaysia. Eligible cardholders can redeem and convert Rakyat Rewards Points into cash to be donated to the National Cancer Society of Malaysia.

Donation will be channelled to Human Papillomavirus (HPV) Program which aimed at raising awareness and providing HPV vaccinations to prevent cervical cancer among teenagers from low-income, middle-income and disadvantage families across Malaysia.

2. When will this Program start?

This Program will start on 17 March 2025.

3. Who can participate in this Program?

This Program is open to all Bank Rakyat Credit Card-i holders including Bank Rakyat employees.

4. How do I redeem Rakyat Reward Points Conversion to donate to National Cancer Society Malaysia?

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

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

5. What are the conversion values of Rakyat Reward Points to donate to National Cancer Society Malaysia?

The conversion is available for every 3,000 accumulated Rakyat Reward points. For example:

Rakyat Rewards Points	Points in Value Donated to NCSM (RM)
3,000 (minimum point)	30
6,000	60
9,000	90

6. Is the donation eligible for tax exemption?

Yes, donations as low as RM30 are eligible for tax exemption. The National Cancer Society Malaysia will provide a donation receipt to cardholders via the registered email address.

7. How long does it take to process the conversion and redemption of Rakyat Reward Points?

Redemption and conversion of Rakyat Reward Points will take approximately **4** business days from the date of the redemption order.

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

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

9. Can supplementary cardholder redeem Rakyat Reward Points to donate to National Cancer Society Malaysia?

No. Only the principal cardholder is eligible to redeem Rakyat Reward Points to donate to National Cancer Society Malaysia.

10. These FAQs are subject to the program's terms and conditions as well as the terms and conditions set by Bank Rakyat from time to time.

**11. Where can more information about this program be found?
Further information regarding this program can be obtained from:**

- Bank Rakyat's official website at www.bankrakyat.com.my
- Bank Rakyat Internet Banking at www.irakyat.com.my
- Bank Rakyat Call Center: 1-300-80-5454
- Bank Rakyat Card Center: 03-26936880
- Bank Rakyat's social media platforms (Facebook/Instagram/X)