

## Frequently Asked Questions (FAQ)

1.	Why is alrajhi bank Malaysia discontinuing all Gold-i services?	These services are discontinued in review of the Bank's service offerings, to ensure resources continue to be aligned with our customers' evolving needs.
2.	I have previously purchased Gold-i with alrajhi bank Malaysia, and I wish to sell my gold to the Bank. What should I do next?	Please schedule an appointment by contacting our Customer Care team at +603 2332 6000.  Please note that the Bank only accepts Gold-i sale transactions for a minimum 200g.
3.	Is there a minimum amount required if I wish to sell my gold to the Bank?	No minimum amount is required if your Gold-i is currently in safekeeping with the Bank.  However, if you have withdrawn the Gold-i and wish to sell it to the Bank, please note that we only accept a minimum selling amount of 200g.
3.	I plan to keep my gold for future sale. Can I sell it elsewhere?	Yes. The gold you purchased is 999.9 purity and widely recognized across the industry. You can sell it at any jewelry or gold shop whenever you wish.
4.	I received the gold as a gift. Can I sell the gold to alrajhi bank Malaysia?	Unfortunately, the Bank only accepts Gold-i sale transactions from the original buyer. Should you be given the gold by a family or friend, you may walk into any jewelry or gold shop to sell it at your convenience.
5.	I/We cannot visit the branch by <b>30 June 2026</b> to sell our gold.  Can I authorize a representative to do it on my/our behalf?	For security reasons, we cannot accept third-party authorization for gold sales; the individual selling the gold must be the registered account holder.  However, the gold you purchased from us is widely recognized across the industry. You are welcome to sell it at any other jewelry or gold shop.
6.	What should I prepare before my branch appointment?	Please bring with you: <ul style="list-style-type: none"> <li>• The gold pieces that you would like to sell,</li> <li>• Your NRIC/Passport for identity verification, and</li> <li>• The Purchase Confirmation Certificate</li> </ul>
7.	I do not have the Purchase Confirmation Certificates. Can I still sell my gold pieces to the Bank?	You'll need a Letter of Indemnity (LI) and an e-stamping certificate. First, sign the LI at any alrajhi bank Malaysia branch with a bank representative. Then, obtain an e-stamping certificate online from LHDN for RM10 per document. Once you have both the signed LI and the e-stamping certificate, you can schedule an appointment to sell your gold to the Bank by 30 June 2026.
8.	How long does it take to receive payment after selling my Gold-i to the Bank?	You will receive payment on the same day processing is complete.
9.	How do I reach out to alrajhi bank Malaysia if I have further queries?	You may contact our 24/7 Customer Care team at +603 2332 6000 at your convenience.