

Frequently Asked Questions

1) Can I continue using my Al Rajhi Bank Malaysia ("ARBM") Charge Card-i?

You can continue using your Card until 31st August 2019. You will not be able to use your Card from 1st September 2019. After your Card is cancelled, please destroy the Card and any supplementary Cards by damaging the magnetic strip and the chip. Punch three (3) holes (using paper puncher) at the magnetic strip and one (1) hole at the chip.

2) What will happen to my Supplementary Cardholders?

Notify any Supplementary Cardholders you may have, that their Cards will be cancelled after 31st August 2019.

3) What will happen to my online Card Account access?

You will continue to have access to your historical account information after your Card is cancelled, until 31st December 2019.

4) What will happen to my Annual Fee payment?

ARBM will refund your Annual Fee on a Pro Rata Basis by 31st December 2019.

5) What will happen to the balance on my Card?

You shall pay to ARBM the total current balance on or before the Payment Due Date as stated in your Charge Card-i Statement.

6) I use Autopay and/or scheduled payments. What happens next?

Autopay payments and any scheduled payments that are scheduled to occur after 31st August 2019 will not be processed.

7) I use recurring billing to pay certain merchants on a regular basis. What happens next?

If you have your Card on file with any merchants, online shopping carts, or digital wallets, you have until 31 August 2019 to update them with a different payment method for future payments.

8) Can I continue to dispute charges made on my Card?

Yes, you may dispute charges if necessary.

9) What other financing facilities do you have to offer?

If you are interested in applying for a different financing facility from ARBM, please visit us at www.alrajhibank.com.my or visit your nearest ARBM branch.