PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

S1. Siapakah yang boleh memohon untuk pembaharuan Kad Debit PB RCB/PB Lifestyle melalui MyPB?

Semua pelanggan Kad Debit PB RCB/PB Lifestyle sedia ada yang mempunyai akses kepada MyPB dan Kad Debit tersebut akan tamat tempoh dalam masa 6 bulan sebelum tarikh tamat tempoh kad atau telah tamat tempoh dalam masa 12 bulan selepas tarikh tamat tempoh kad.

Nota: Pilihan ini bagaimanapun tidak diterima pakai bagi penggantian Kad Debit PB RCB/PB Lifestyle yang Hilang/Dicuri dan yang Terlupa PINnya.

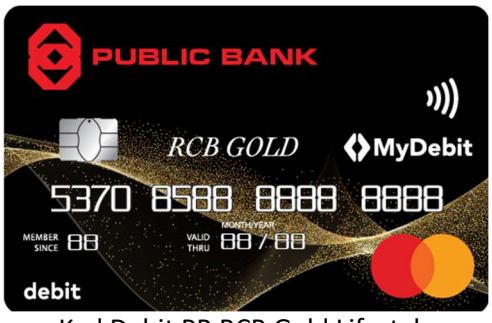
S2. Apakah jenis Kad Debit PB RCB/PB Lifestyle yang boleh diperbaharui melalui MyPB?

Kad Debit PB Visa Lifestyle, Kad Debit PB MasterCard Lifestyle, Kad Debit PB RCB Elite Lifestyle, Kad Debit PB RCB Gold Lifestyle dan Kad Debit PB UnionPay Lifestyle.

Kad Debit PB Visa Lifestyle

Kad Debit PB MasterCard Lifestyle

Kad Debit PB RCB Elite Lifestyle



Kad Debit PB RCB Gold Lifestyle

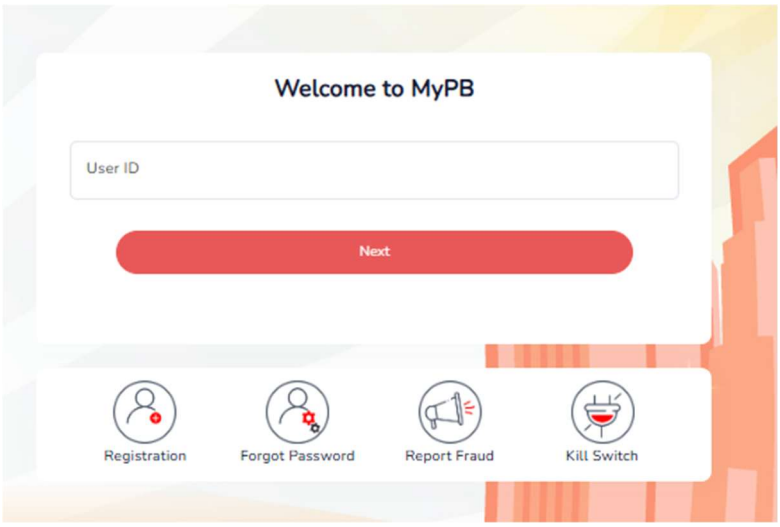
Kad Debit PB UnionPay Lifestyle

PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

S3. Bagaimanakah untuk memperbaharui Kad Debit PB RCB/PB Lifestyle saya yang akan tamat tempoh/telah tamat tempoh melalui MyPB?

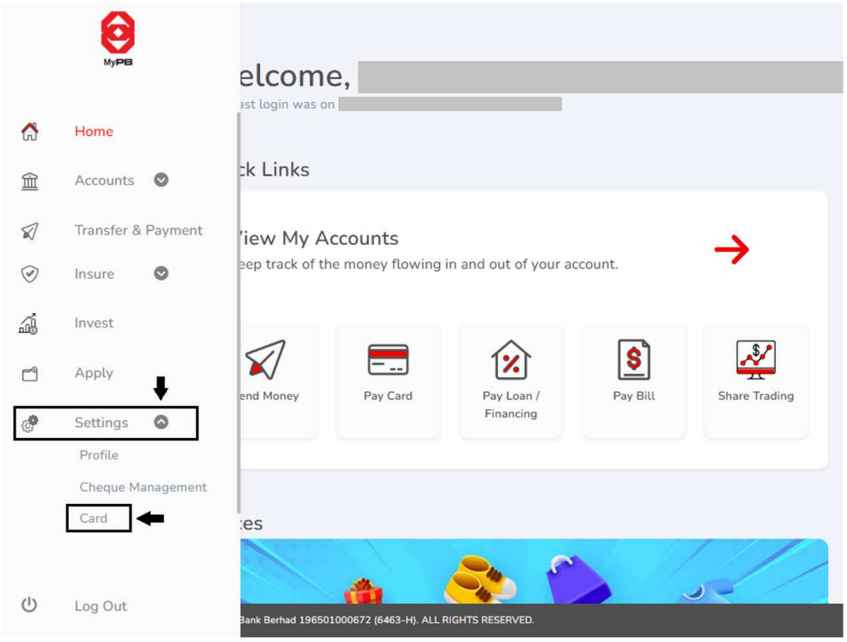
Ambil langkah yang berikut untuk memperbaharui Kad Debit PB RCB/PB Lifestyle anda:

Langkah 1:
Log masuk dalam MyPB (www.pbebank.com)



Langkah 2:

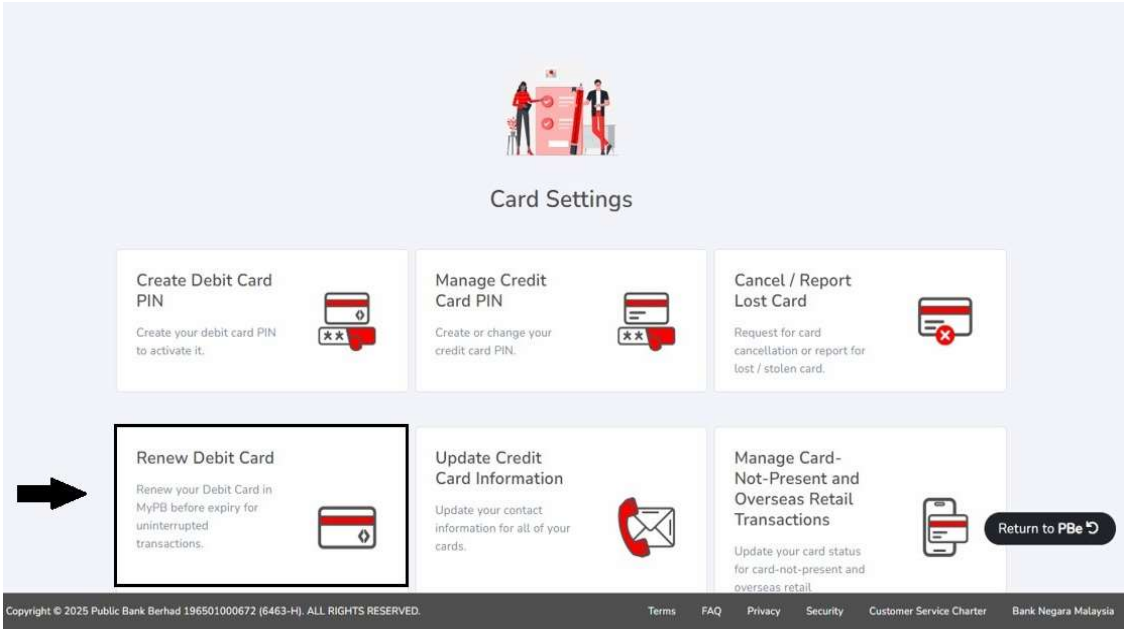
- Klik pada **'Settings'** di Menu Sisi.
- Daripada senarai pilihan, pilih **'Card'**.



PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

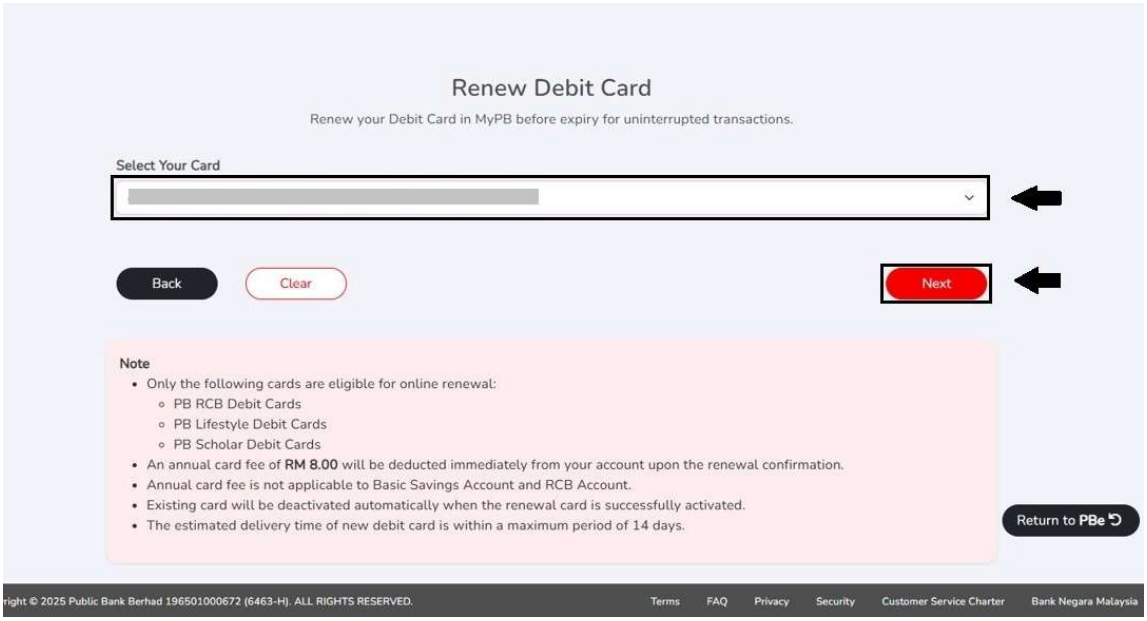
Langkah 3:

Pilih **'Renew Debit Card'** daripada skrin utama Card Setting.



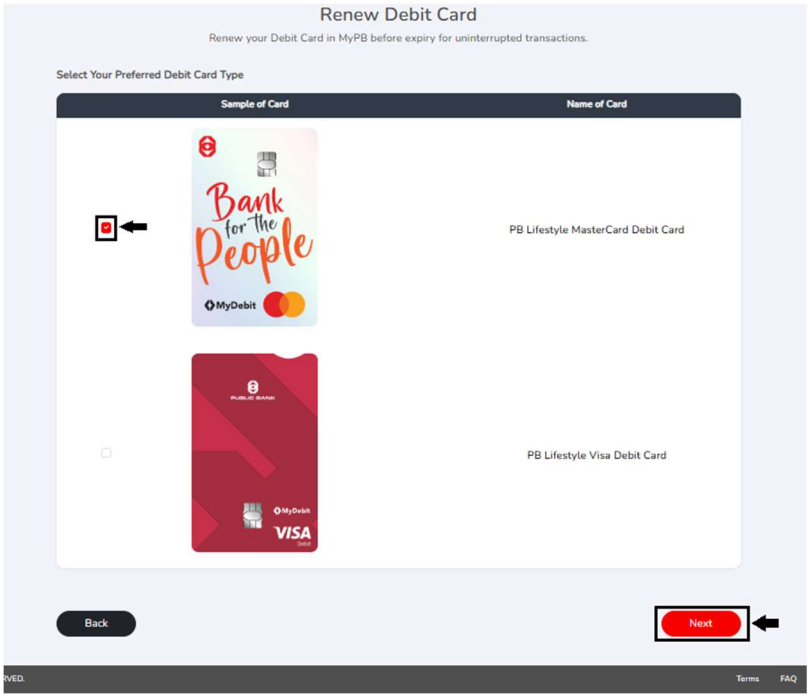
Langkah 4:

- Pilih nombor kad yang ingin diperbaharui daripada senarai pilihan.
- Kemudian, klik pada butang <**Next**>.



Langkah 5:

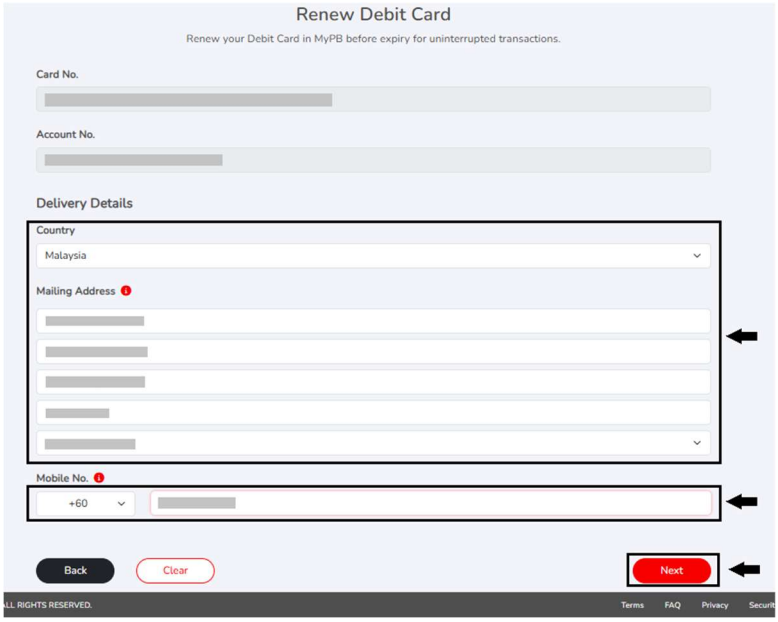
- Pilih Kad Debit yang menjadi pilihan anda.
- Kemudian, klik pada butang **<Next>**.



Langkah 6:

- Masukkan 'Delivery Details' dan 'Mobile No'.
- Kemudian, klik pada butang <**Next**>.

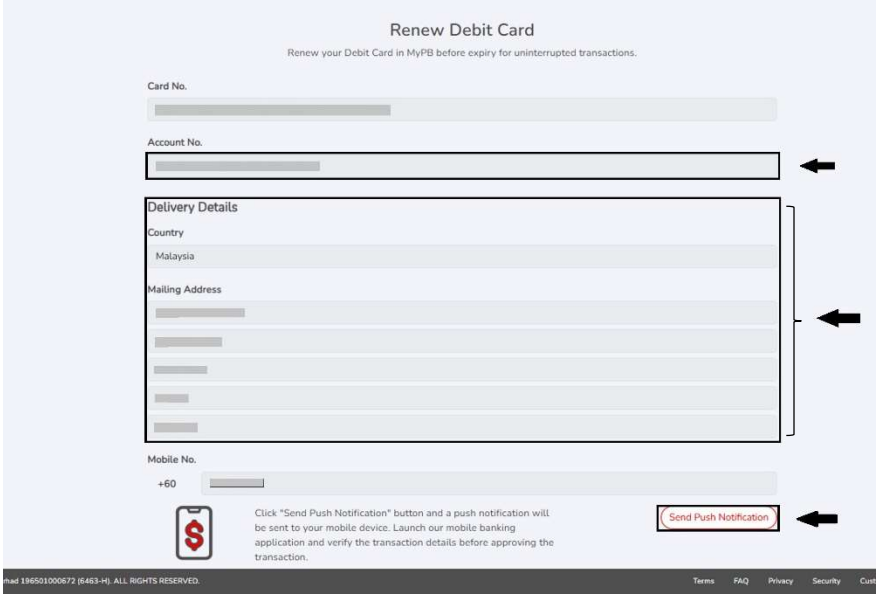
Nota: Kad Debit PB RCB/PB Lifestyle Baharu anda akan dihantar ke alamat surat-menyurat yang dimasukkan di bahagian 'Delivery Details'.



Langkah 7:
Pastikan butiran berikut yang dipaparkan adalah betul:

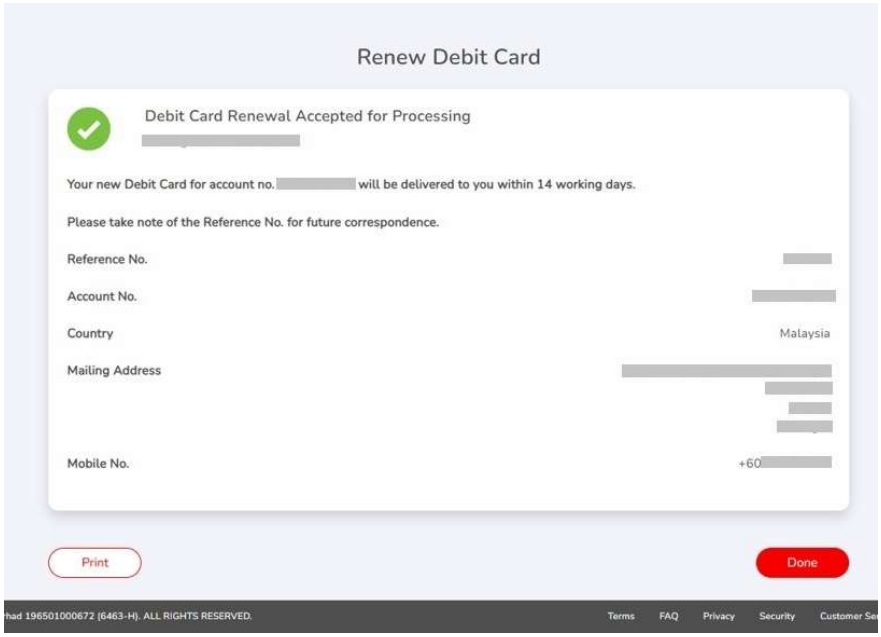
- Nombor Akaun
- Butiran Penghantaran Kad

Kemudian, klik pada butang **<Send Push Notification>**.



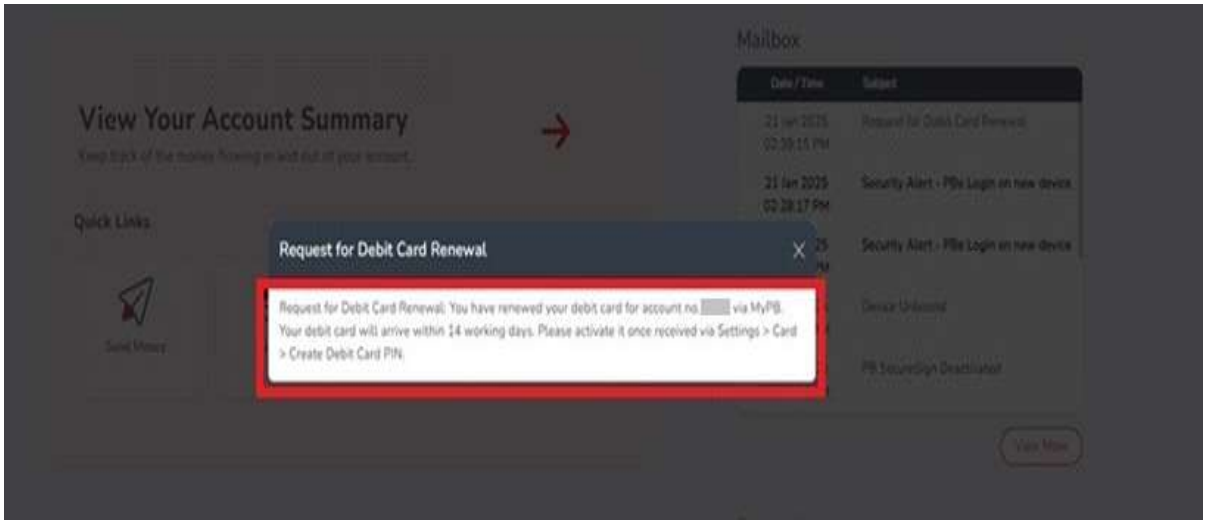
Langkah 8:
Luluskan urus niaga melalui PB SecureSign (Paparan Notifikasi) yang diterima pada peranti mudah alih yang telah didaftarkan.

Langkah 9:
Skrin di bawah menunjukkan pembaharuan Kad Debit yang berjaya melalui MyPB.



S4. Bagaimanakah untuk mengetahui sama ada permohonan saya untuk memperbaharui Kad Debit PB RCB/PB Lifestyle telah berjaya?

Anda akan menerima mesej yang dihantar kepada peti mel MyPB anda seperti yang berikut:-



PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

S5. Bilakah saya akan menerima Kad Debit PB RCB/PB Lifestyle baharu saya itu?

Anda akan menerima Kad Debit PB RCB/PB Lifestyle baharu anda itu dalam tempoh empat belas (14) hari bekerja daripada tarikh permohonan yang dihantar melalui MyPB.

S6. Adakah fi dan caj yang akan dikenakan?

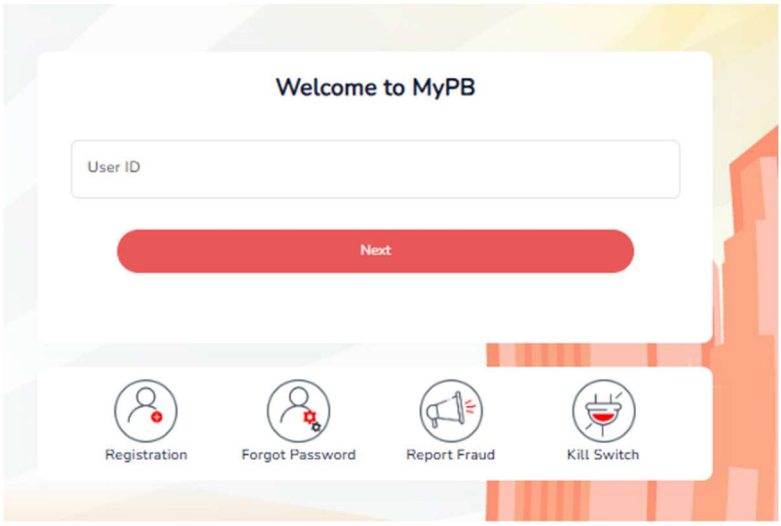
Fi pembaharuan adalah PERCUMA. Seperti Kad Debit yang lain, fi tahunan sebanyak RM8.00 untuk setiap kad akan ditolak secara automatik daripada akaun anda yang dirangkaikan kepada kad tersebut apabila permohonan untuk memperbaharui kad itu berjaya dibuat melalui MyPB.

PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

S7. Apakah yang perlu saya buat selepas menerima Kad Debit PB RCB/PB Lifestyle baharu itu?

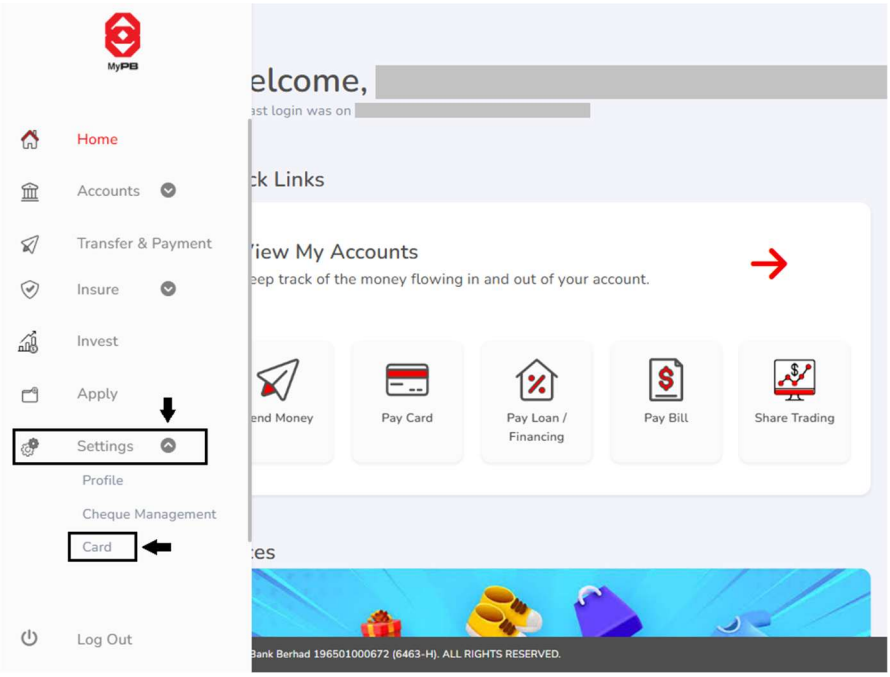
Anda perlu mewujudkan No. PIN baharu melalui MyPB untuk **mengaktifkan** kad itu seperti yang berikut:

Langkah 1:
Log masuk dalam **MyPB** (www.pbebank.com)



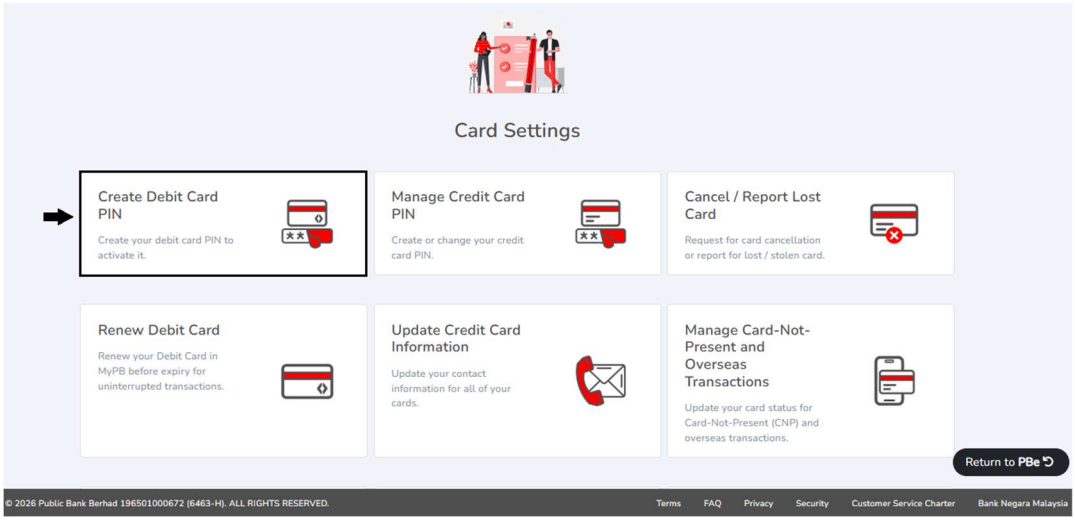
Langkah 2:

- Klik pada **'Settings'** di Menu Sisi.
- Daripada senarai pilihan, pilih **'Card'**.



Langkah 3:

Pilih **'Create Debit Card PIN'** daripada skrin utama Card Setting.



Langkah 4:

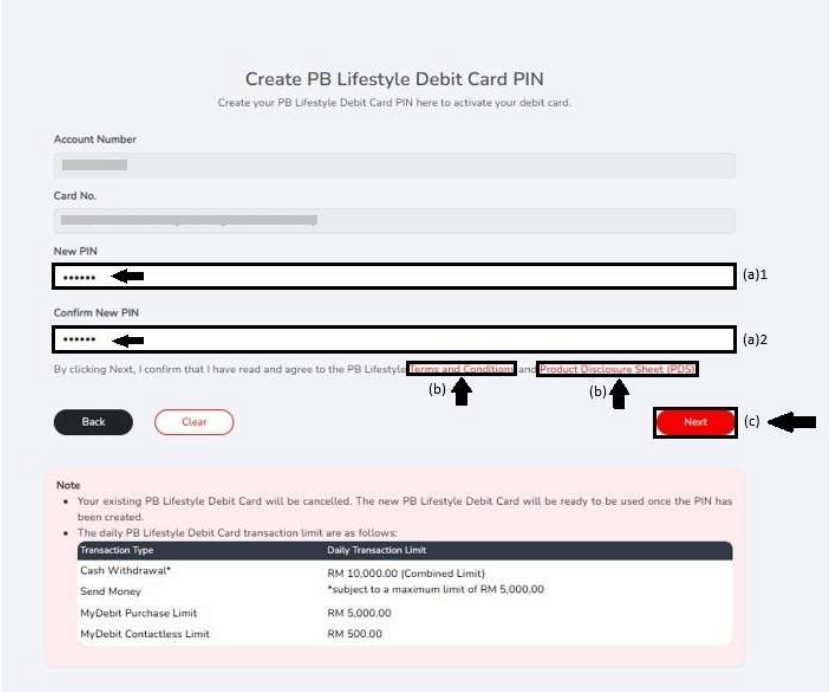
- Pilih nombor akaun daripada senarai pilihan dan masukkan empat (4) digit terakhir pada Kad Debit baharu itu.
- Kemudian, klik pada butang **<Next>**.

Langkah 5:

(a) Lengkapkan maklumat berikut:
   1. Masukkan No. PIN Baharu.
   2. Sahkan No. PIN Baharu.

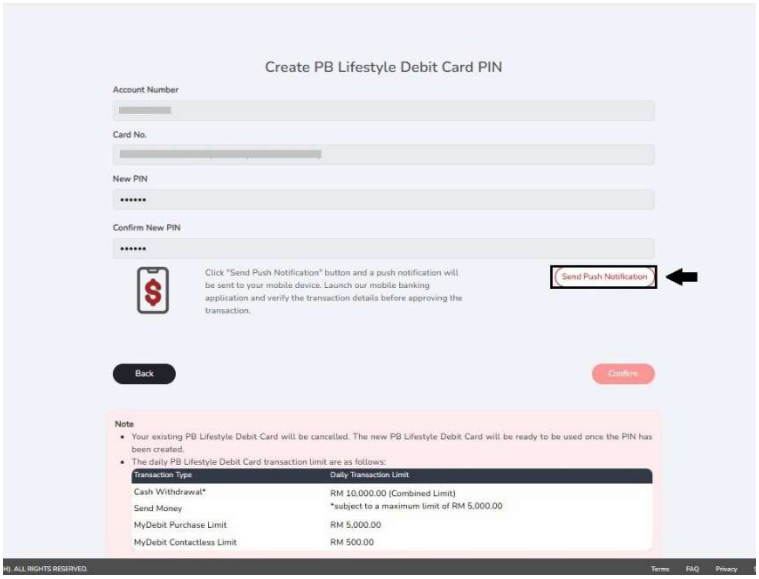
(b) Klik dan baca '**Terms & Conditions**' dan '**Product Disclosure Sheet (PDS)**'.

(c) Kemudian, klik pada butang **<Next>** untuk mengesahkan bahawa anda telah membaca, faham dan bersetuju dengan Terma dan Syarat dan PDS tersebut.



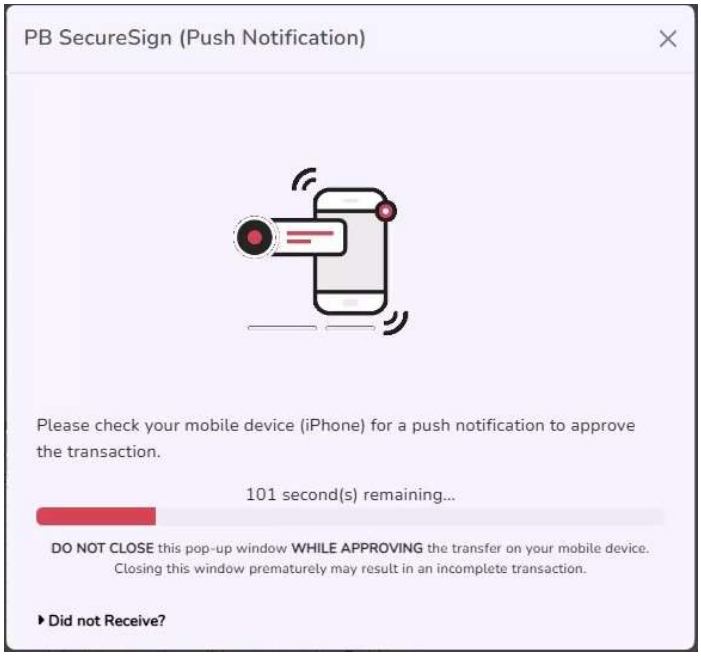
Langkah 6:

Pastikan butiran yang ditunjukkan di bawah adalah betul. Kemudian, klik **<Send Push Notification>** untuk mendapatkan paparan notifikasi PB SecureSign.



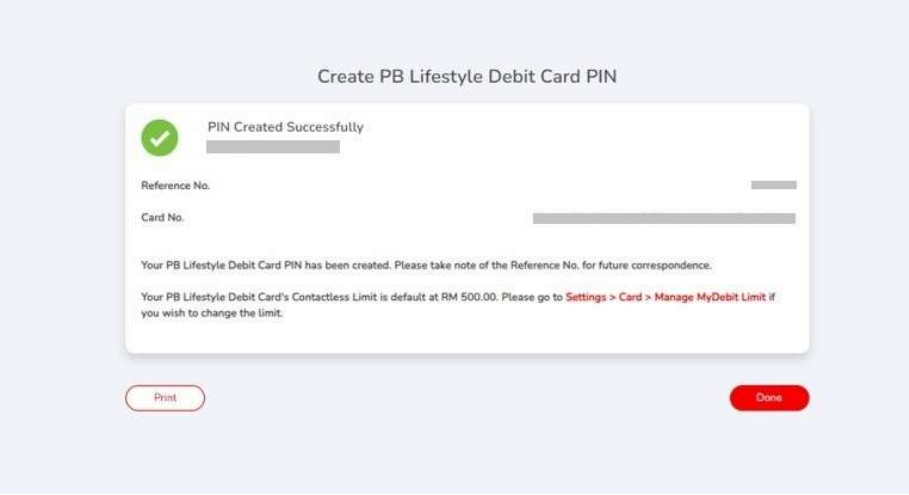
Langkah 7:

Luluskan urus niaga melalui PB SecureSign (Paparan Notifikasi) yang diterima pada peranti mudah alih yang telah didaftarkan.



Langkah 8:

No. PIN Kad Debit PB RCB/PB Lifestyle anda telah diwujudkan dan diaktifkan.



PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

S8. Perlukah saya mewujudkan No. PIN baharu untuk memperbaharui Kad Debit saya?

Semasa proses pengaktifan kad, anda perlu mewujudkan No. PIN enam (6) digit yang baharu bagi tujuan pembaharuan Kad Debit. Bagaimanapun, anda boleh menggunakan No. PIN sedia ada sebagai No. PIN baharu untuk Kad Debit yang telah diperbaharui itu.

S9. Bolehkah saya menukar No. PIN Kad Debit itu?

Ya, anda boleh menukar No. PIN itu di mana-mana ATM PBB/PIBB.

S10. Adakah tempoh tertentu untuk saya mengaktifkan Kad Debit baharu itu?

Ya. Anda perlu mengaktifkan Kad Debit baharu itu dalam tempoh (90) hari daripada tarikh yang tertera pada label konsainan POS Laju apabila anda menerima Kad Debit tersebut.

S11. Bolehkah saya memohon semula Kad Debit baharu jika tempoh pengaktifan luput?

Ya, anda boleh memohon semula Kad Debit baharu dengan syarat Kad Debit lama anda tamat tempoh dalam masa 6 bulan sebelum tarikh tamat tempoh kad atau dalam masa 12 bulan selepas kad tamat tempoh.

S12. Apakah yang perlu dibuat jika saya tidak menerima Kad Debit baharu selepas tempoh yang dinyatakan di atas?

Sekiranya anda tidak menerima Kad Debit baharu selepas empat belas (14) hari bekerja dan juga telah melepasi tempoh pengaktifan kad selama sembilan puluh (90) hari, anda boleh memohonnya semula melalui MyPB dengan syarat Kad Debit lama anda tamat tempoh dalam masa 6 bulan sebelum tarikh tamat tempoh kad atau dalam masa 12 bulan selepas kad tamat tempoh.

S13. Jika Kad Debit sedia ada saya hilang/dicuri atau saya terlupa No. PINnya, bagaimanakah untuk mendapatkan gantinya?

Anda boleh mengunjungi cawangan PBB/PIBB berhampiran untuk mendapatkan Kad Debit gantian. Jika anda berada di luar negeri, sila kunjungi cawangan PBB/PIBB berhampiran sebaik sahaja anda pulang ke Malaysia.

PEMBAHARUAN KAD DEBIT PB RCB/PB LIFESTYLE melalui MyPB
SOALAN YANG SERING DITANYA DAN JAWAPANNYA

PENTING!

i. Kad Debit Ahli Kad sedia ada yang (belum tamat tempoh) masih boleh digunakan untuk urus niaga sehingga Kad Debit baharu diaktifkan melalui MyPB.

ii. Ahli Kad mesti mengaktifkan Kad Debit baharu itu dalam tempoh (90) hari (berdasarkan tarikh yang tertera pada label konsainan POS Laju) sebaik sahaja menerima kad tersebut, jika tidak, Ahli Kad akan dikehendaki supaya memohon semula Kad Debit yang lain, dan fi sebanyak RM8.00 bagi setiap permohonan akan dikenakan.

iii. Kad Debit sedia ada akan dinyahaktifkan secara automatik apabila Kad Debit baharu berjaya diaktifkan.

iv. Ahli Kad dikehendaki mengemas kini nama penyedia perkhidmatan masing-masing semasa potongan Auto Debit dibuat bagi mengelakkan gangguan perkhidmatan akibat pertukaran nombor Kad Debit baharu.

v. Ahli Kad diingatkan supaya mendaftar dan mengaktifkan PB SecureSign untuk menerima notifikasi PB SecureSign bagi mewujudkan PIN baharu untuk pengaktifan kad.

vi. Had Tanpa Sentuh, Pengeluaran Tunai dan Pembelian Runcit akan ditetapkan semula kepada had pratetap. Anda boleh menukar had ini di mana-mana ATM/CRM PBB/PIBB atau melalui MyPB.

PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWER

Q1. Who can apply for PB RCB/PB Lifestyle Debit Card renewal via MyPB?

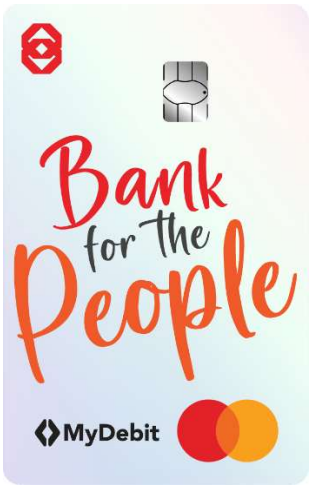
All existing PB RCB/PB Lifestyle Debit Card customers who have access to MyPB and the Debit Card expires within 6 months in advance from the card expiry or within 12 months after the card has expired.

Note: This option is not applicable for replacement of Lost/Stolen & Forgotten PIN PB RCB/PB Lifestyle Debit Card.

Q2. What type of PB RCB/PB Lifestyle Debit Card that can be renewed via MyPB?

PB Visa Lifestyle Debit Card, PB MasterCard Lifestyle Debit Card, PB RCB Elite Lifestyle Debit Card, PB RCB Gold Lifestyle Debit Card and PB UnionPay Lifestyle Debit Card.

PB Visa Lifestyle Debit Card



PB MasterCard Lifestyle Debit Card

PB RCB Elite Lifestyle Debit Card

PB RCB Gold Lifestyle Debit Card

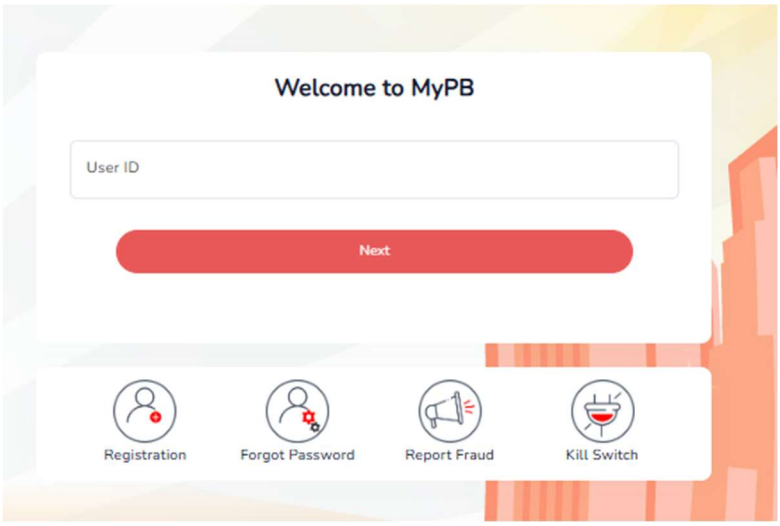
PB UnionPay Lifestyle Debit Card

PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWER

Q3. How do I renew my expiring/expired PB RCB/PB Lifestyle Debit Card via MyPB?

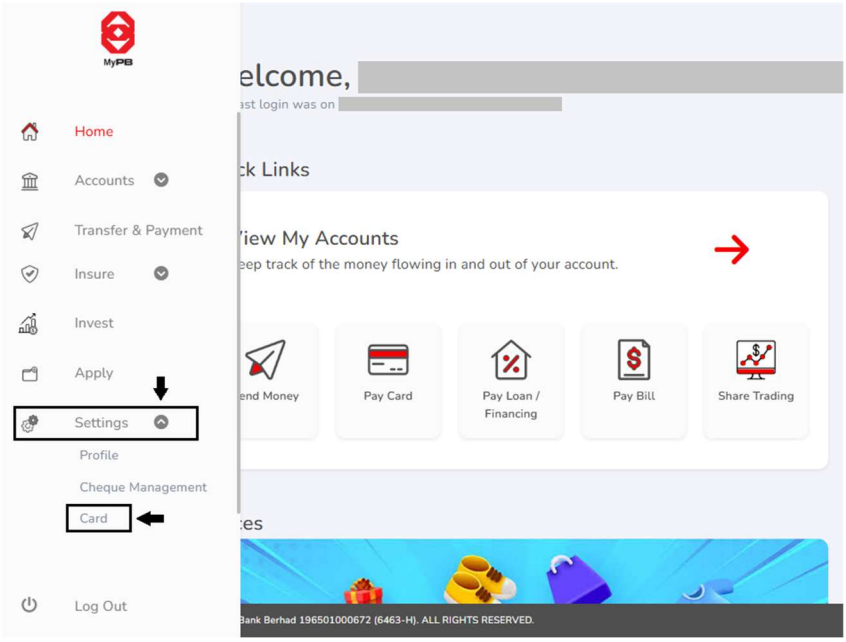
Perform the steps below for PB RCB/PB Lifestyle Debit Card renewal:

Step 1:
Log in to MyPB (www.pbebank.com)



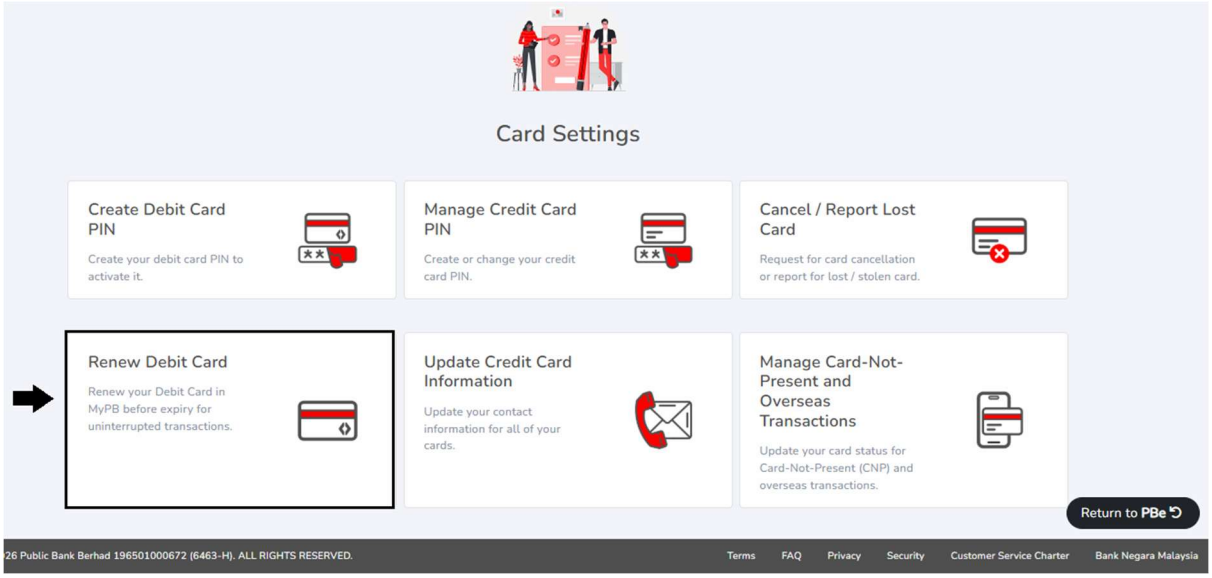
Step 2:

- Click on **'Settings'** at the Side Menu.
- From the drop-down list, select **'Card'**.



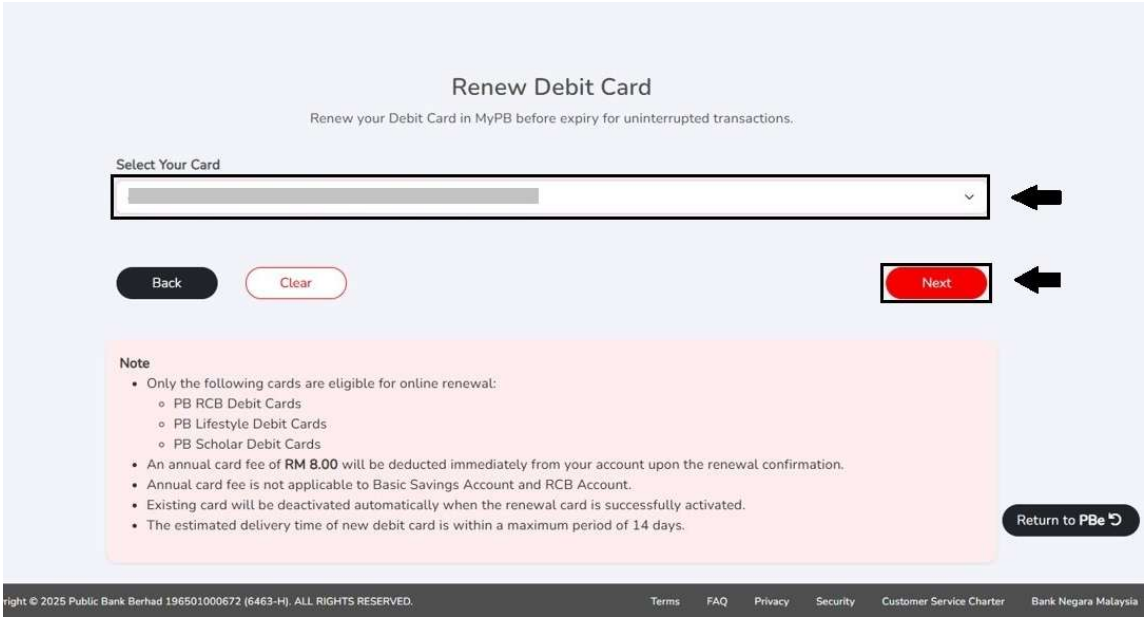
Step 3:

Select **'Renew Debit Card'** from the Card Settings main screen.



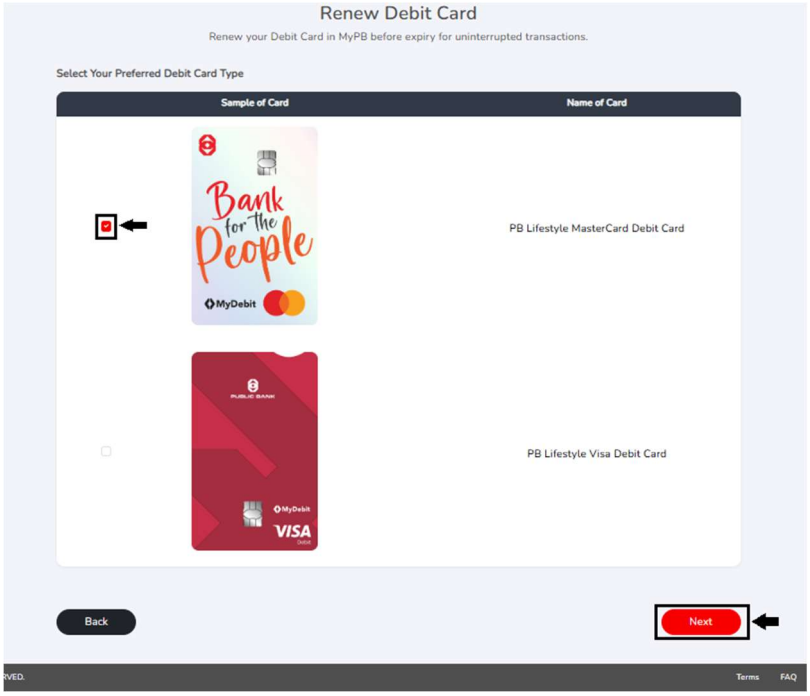
Step 4:

- Select the card number to renew from the drop-down list.
- Then, click the <**Next**> push button.



Step 5:

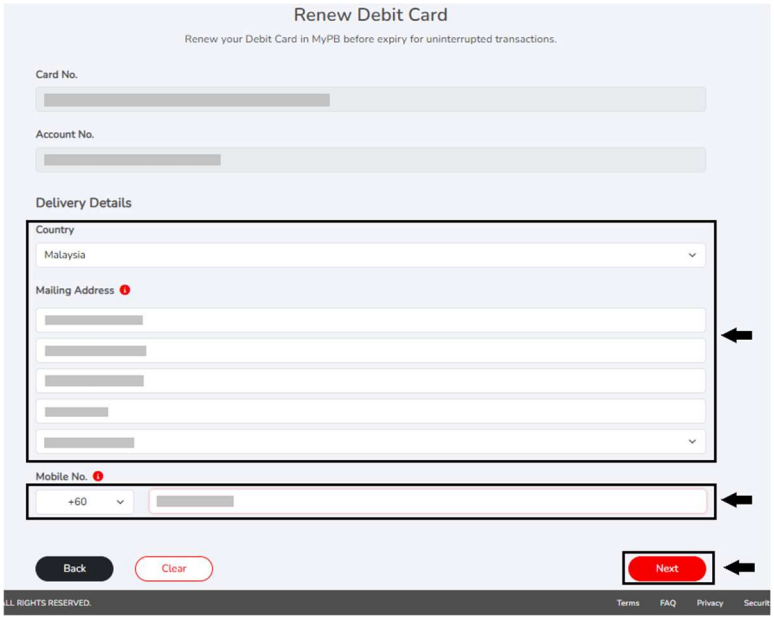
- Select your preferred Debit Card.
- Then, click the <**Next**> Push Button.



Step 6:

- Key in the 'Delivery Details' and 'Mobile No'.
- Then, click the <**Next**> push button.

Note: Your new PB RCB/PB Lifestyle Debit Card will be delivered to the mailing address as keyed in at the 'Delivery Details' section.

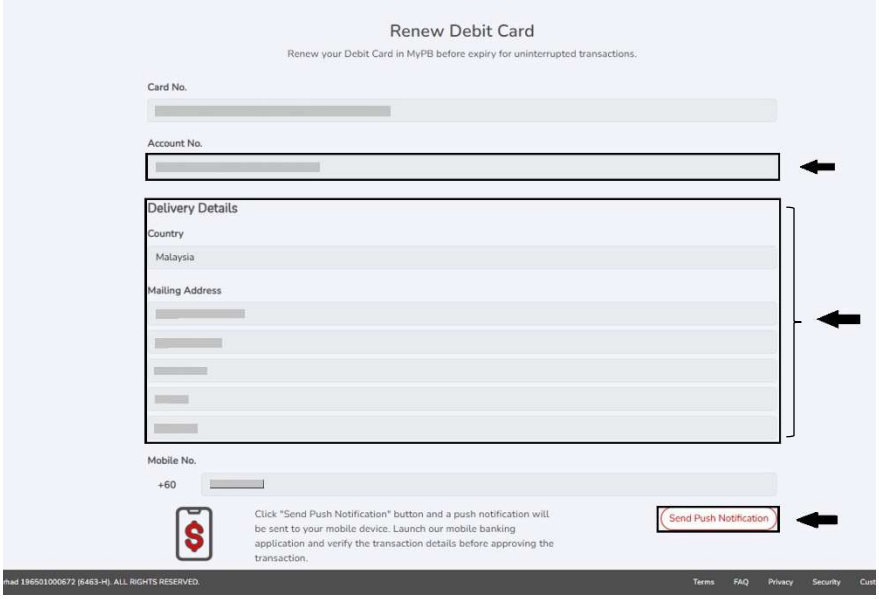


Step 7:

Confirm the following details displayed are in order:

- Account Number
- Card Delivery Details

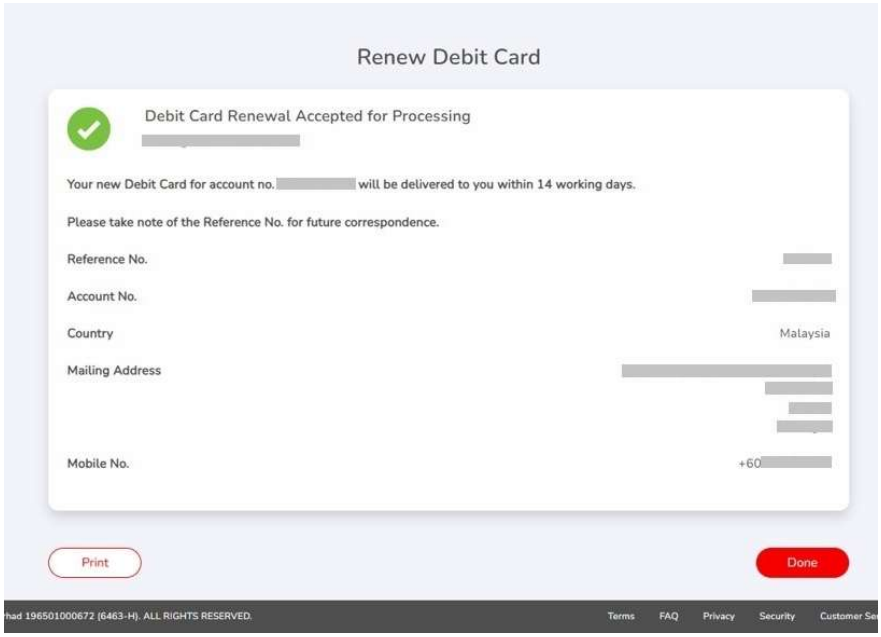
Then, click the **<Send Push Notification>** push button.



Step 8:

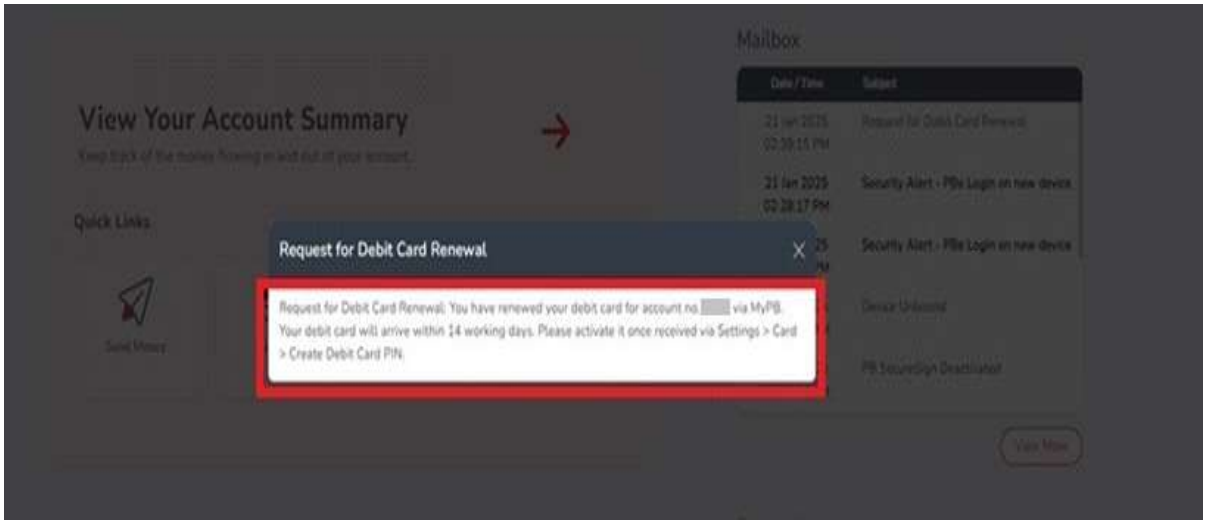
Approve the transaction through PB SecureSign (Push Notification) received on the registered mobile device.

Step 9:
The screen below display the successful completion of Debit Card renewal via MyPB.



Q4. How do I know whether my application for PB RCB/PB Lifestyle Debit Card renewal is successful?

You will receive a message sent to your MyPB mailbox as follows:-



PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWER

Q5. When will I receive my new PB RCB/PB Lifestyle Debit Card?

You will be receiving your new PB RCB/PB Lifestyle Debit Card within fourteen (14) working days from the date of application submitted via MyPB.

Q6. Is there any fee and charges incurred?

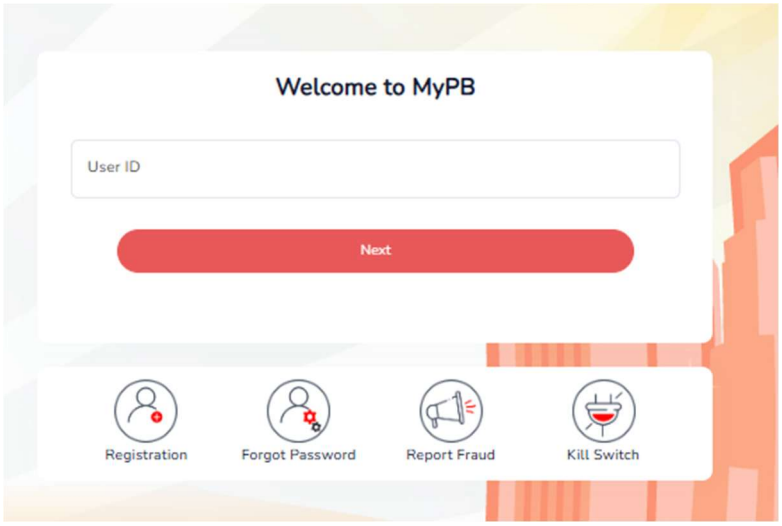
The renewal fee is FREE. Just as all other Debit Card, an Annual Fee of RM8.00 per card will be automatically deducted from your account that is linked to the card once the renewal application is successfully done via MyPB.

PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWER

Q7. What do I need to do upon receiving my PB RCB/PB Lifestyle Debit Card?

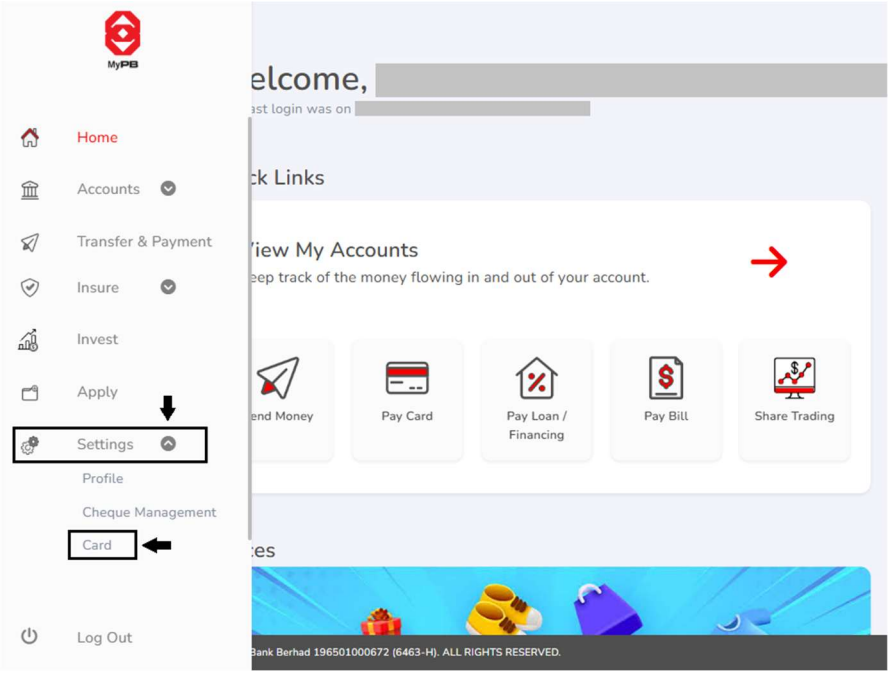
You need to create a new PIN via MyPB to **activate** the card as follows:

Step 1:
Log in to MyPB (www.pbebank.com)



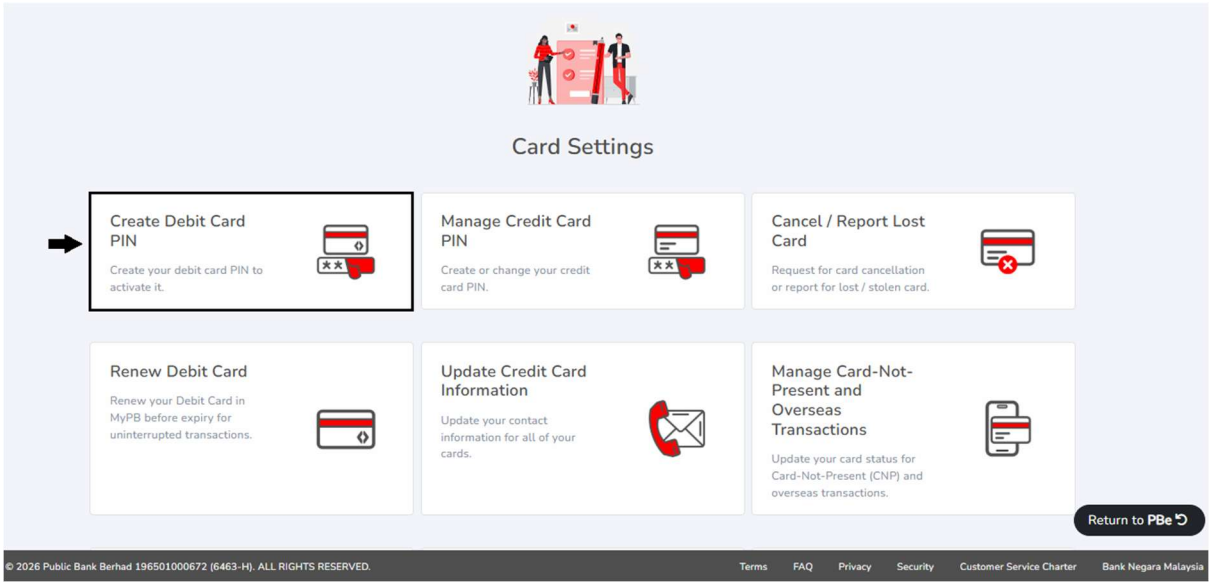
Step 2:

- Click on **'Settings'** at the Side Menu.
- From the drop-down list, select **'Card'**.



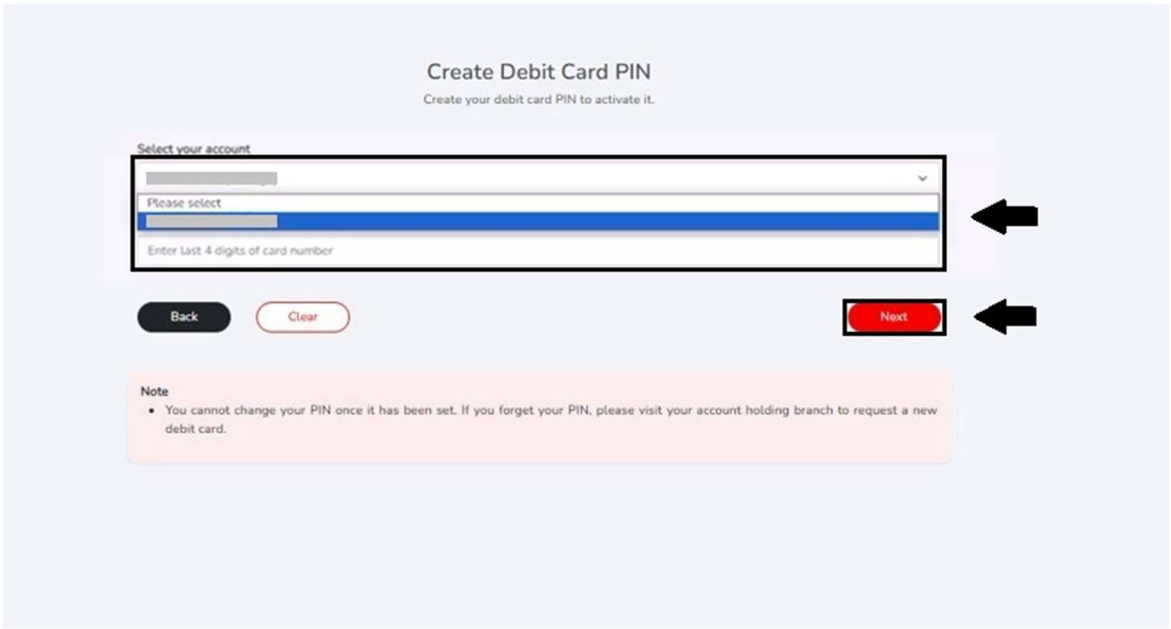
Step 3:

Select **'Create Debit Card PIN'** from the Card Settings main screen.



Step 4:

- Select Account number from the drop-down list and key in the new Debit Card last four (4) digits card number.
- Then, click the **<Next>** push button.

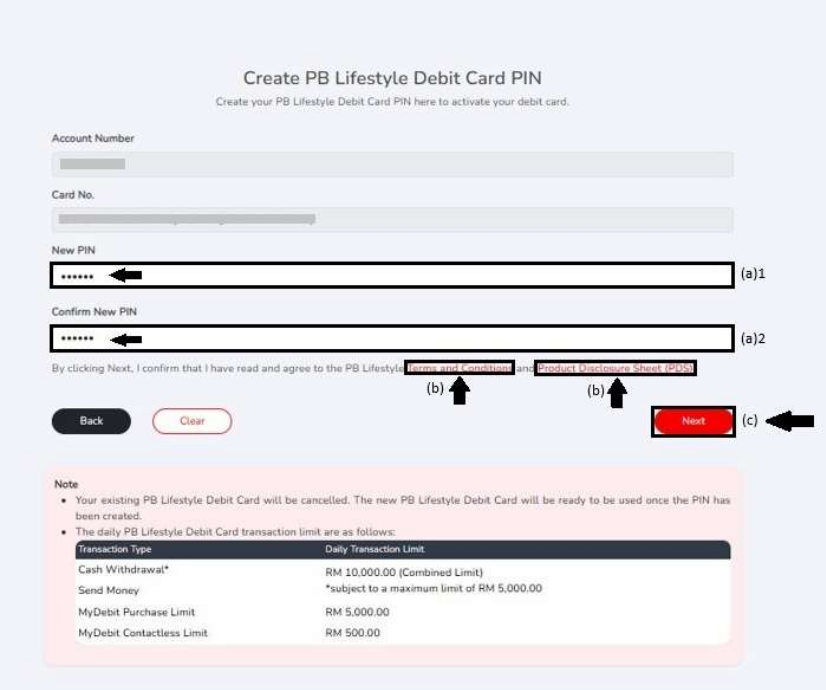


Step 5:

(d) Complete the following details:
   3. Key in New PIN.
   4. Confirm New PIN.

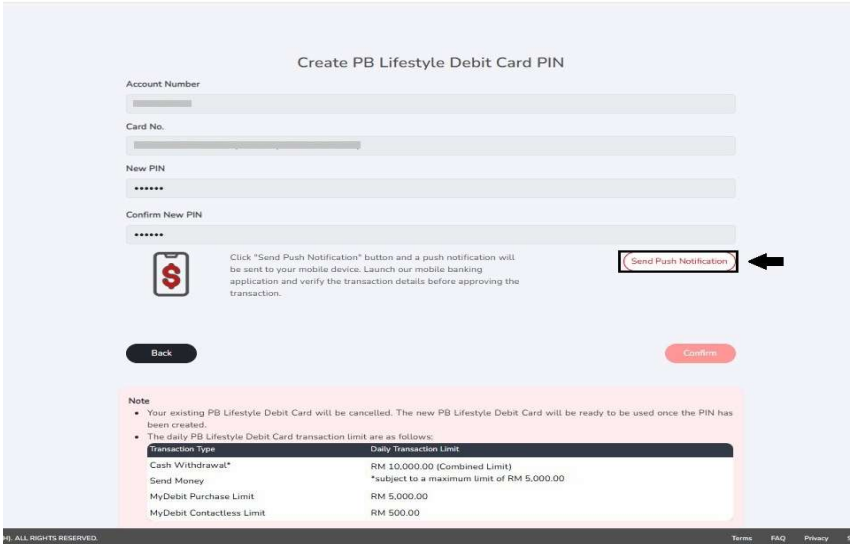
(e) Click and read the **'Terms & Conditions'** and **'Product Disclosure Sheet (PDS)'**.

(f) Then, click on the **<Next>** push button to acknowledge that you have read, understand and agree to the Terms & Conditions and Product Disclosure Sheet (PDS).



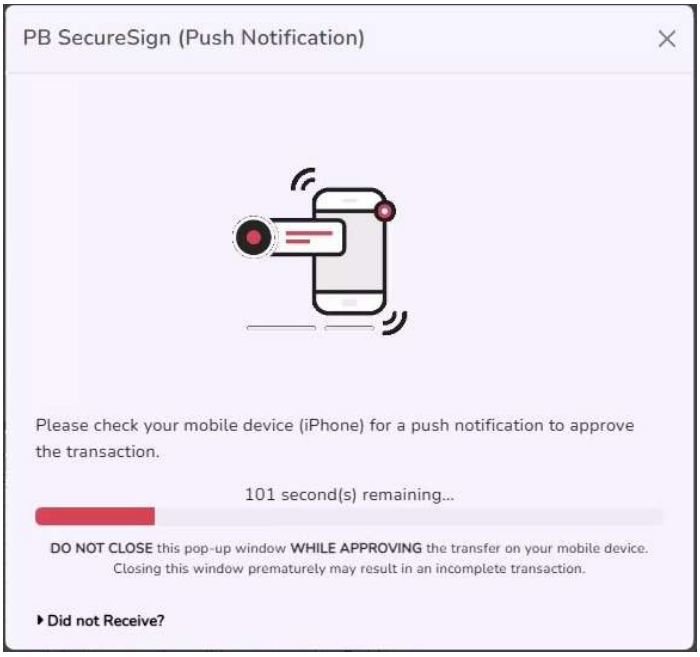
Step 6:

Confirm the details that displayed below are in order. Then, click the **<Send Push Notification>** push button to obtain the PB SecureSign push notification.



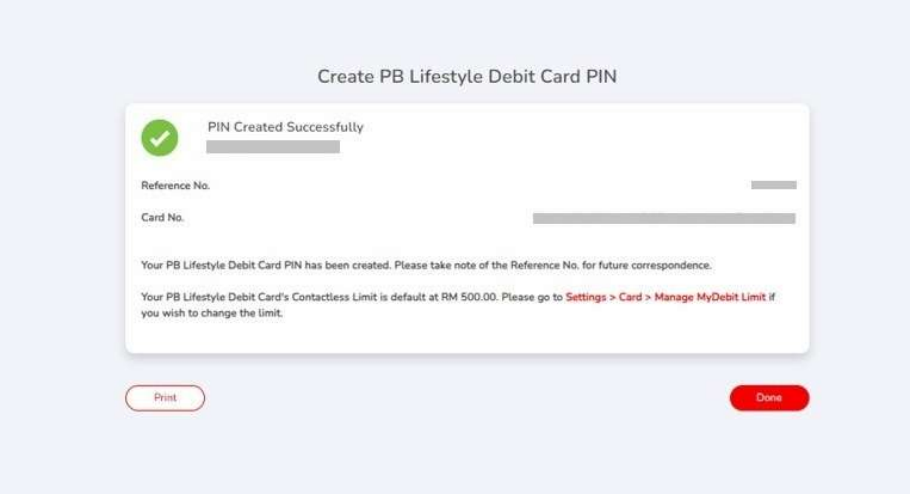
Step 7:

Approve the transaction through PB SecureSign (Push Notification) received on the registered mobile device.



Step 8:

Your PB RCB/PB Lifestyle Debit Card PIN has been created and activated.



Q8. Do I need to create a new PIN for the Debit Card renewal?

During the card activation process, you have to create new six (6) digits PIN for renewal of Debit Card. However, you also can use your existing PIN as the new PIN for your Debit Card renewal.

Q9. Can I change my Debit Card PIN subsequently?

Yes, you may change it at any PBB/PIBB ATM/CRM.

Q10. Is there any time frame for me to activate the new Debit Card?

Yes. You are to activate your new Debit Card within ninety (90) days from the date printed on the POS Laju consignment label when you received the Debit Card.

Q11. Can I apply again a new Debit Card if I have lapsed the activated time frame?

Yes, you may apply again a new Debit Card provided your old Debit Card expires within 6 months in advance from the card expiry or within 12 months after the card has expired.

Q12. What should I do if I don't receive the new Debit Card after the stated period as mentioned above?

In the event if you do not receive the new Debit Card after fourteen (14) working days and also has lapsed the card activation time frame ninety (90) days, you may re-apply the Debit Card via MyPB provided your old Debit Card expires within 6 months in advance from the card expiry or within 12 months after the card has expired.

Q13. If my existing Debit Card is Lost/Stolen or I have forgotten my PIN, how can I replace my card?

You may proceed to the nearest PBB/PIBB Branch to obtain a replacement Debit Card. For those overseas, please proceed to the nearest PBB/PIBB Branch once you return to Malaysia.

PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWER

IMPORTANT!

i. The Cardmember's existing Debit Card (not expired yet) can still be used for transactions until the new Debit Card is activated via MyPB.

ii. Cardmember must activate the new Debit Card within ninety (90) days (based on the date printed on the POS Laju consignment label) upon receiving of the card, failing which, the Cardmember shall be required to reapply for another Debit Card, and the fee of RM8.00 per application is levied.

iii. Existing Debit Card will be deactivated automatically when the new Debit Card activated successfully.

iv. Cardmembers are required to update their respective service provider on the Auto Debit deduction to prevent any service interruptions due to change of new Debit Card numbers.

v. Cardmembers are reminded to register and activate the PB SecureSign in order to receive the PB SecureSign notification to create new PIN for card activation.

vi. The Contactless, Cash Withdrawal and Retail Purchase limits will be reset to the default limits. You may change these limits at any PBB/PIBB ATM/CRM or via MyPB.