

**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

Q1. Who can apply for PB Lifestyle Debit Card renewal via PBe Service?

All existing PBB/PIBB PB Lifestyle Debit Card customers who have access to PBe Service that is going to expire within 6 months or expired card are able to apply for a renewal PB Lifestyle Debit Card.

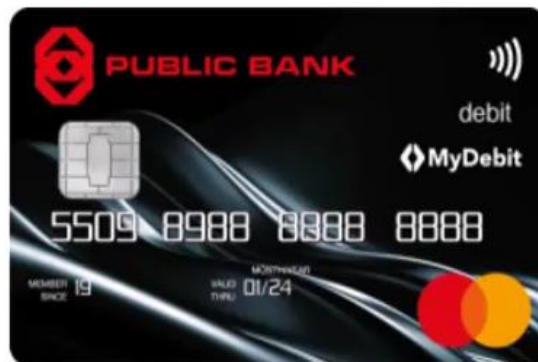
Note: This option is not applicable for replacement of Lost/Stolen & Forgotten PIN PB Lifestyle Debit Card.

Q2. What type of PB Lifestyle Debit Card that can be renewed via PBe Service?

Only PB Visa Lifestyle Debit Card and PB MasterCard Lifestyle Debit Card can be renewed.



PB Visa Lifestyle Debit Card



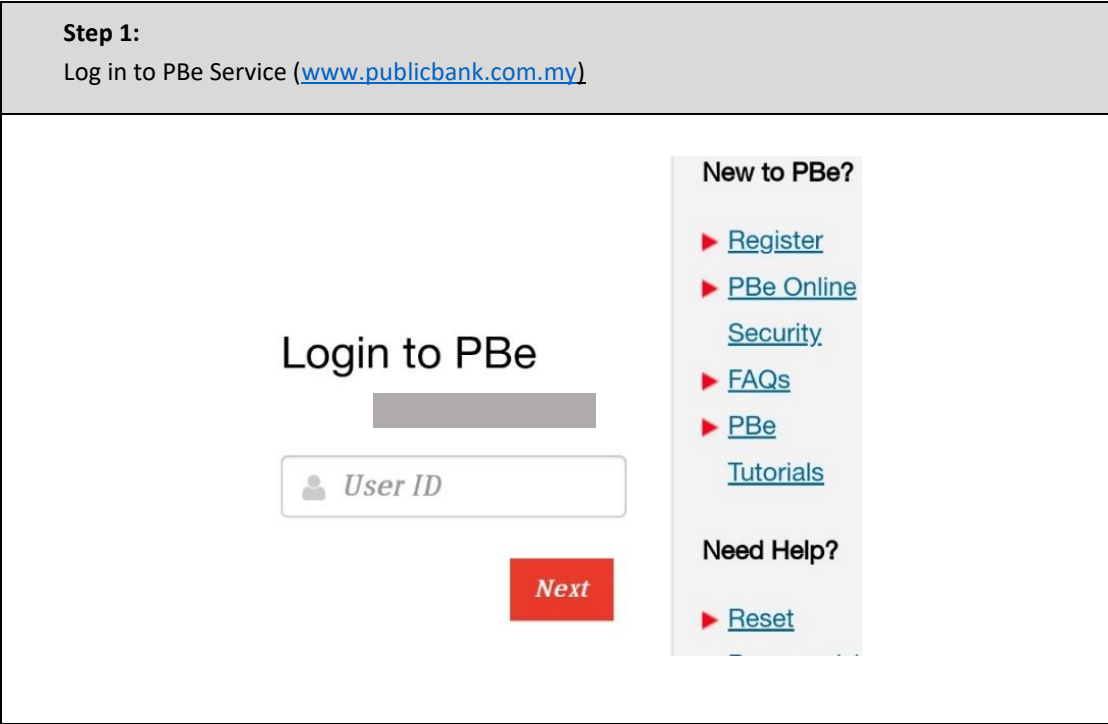
PB MasterCard Lifestyle Debit Card

**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

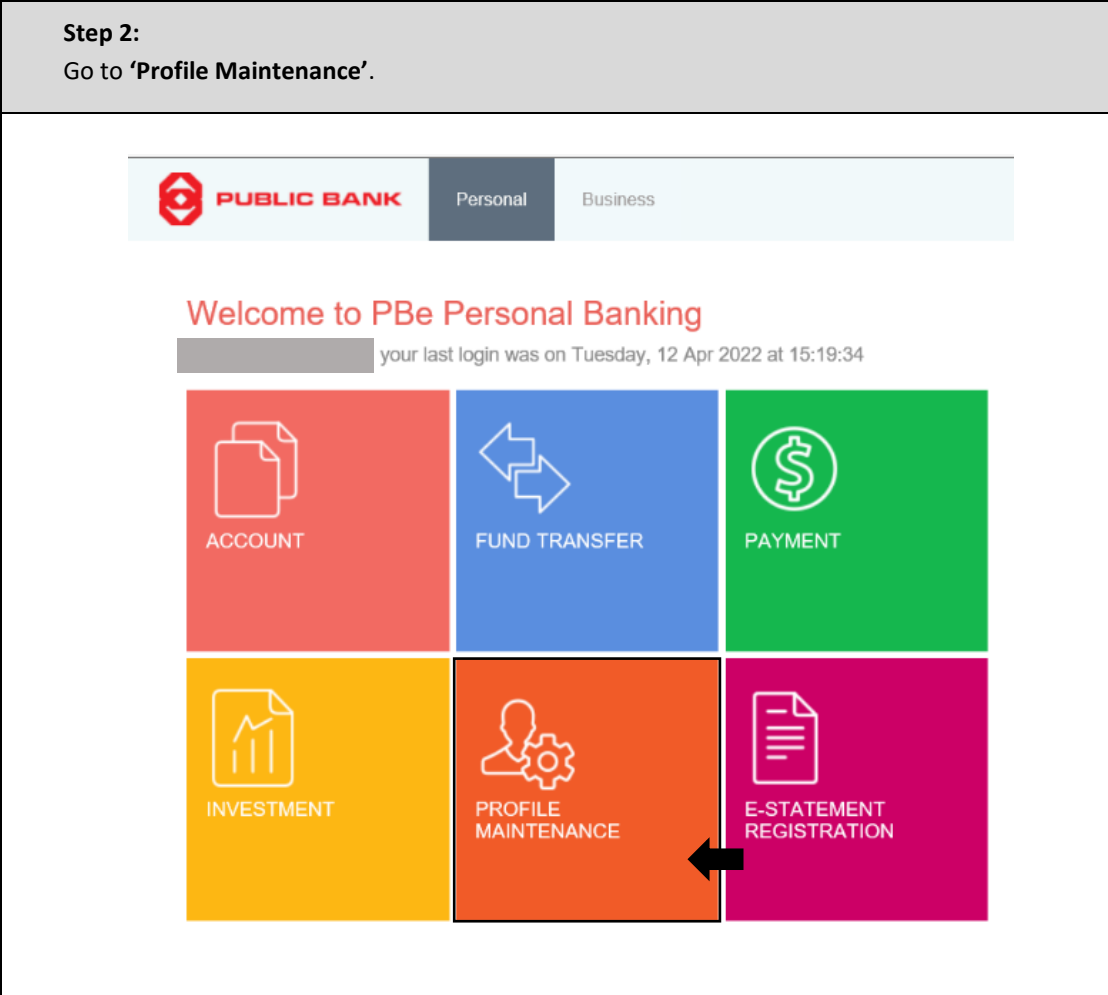
Q3. How do I renew my expiring/expired PB Lifestyle Debit Card via PBe Service?

Perform the steps below for PB Lifestyle Debit Card renewal:

Step 1:
Log in to PBe Service (www.publicbank.com.my)



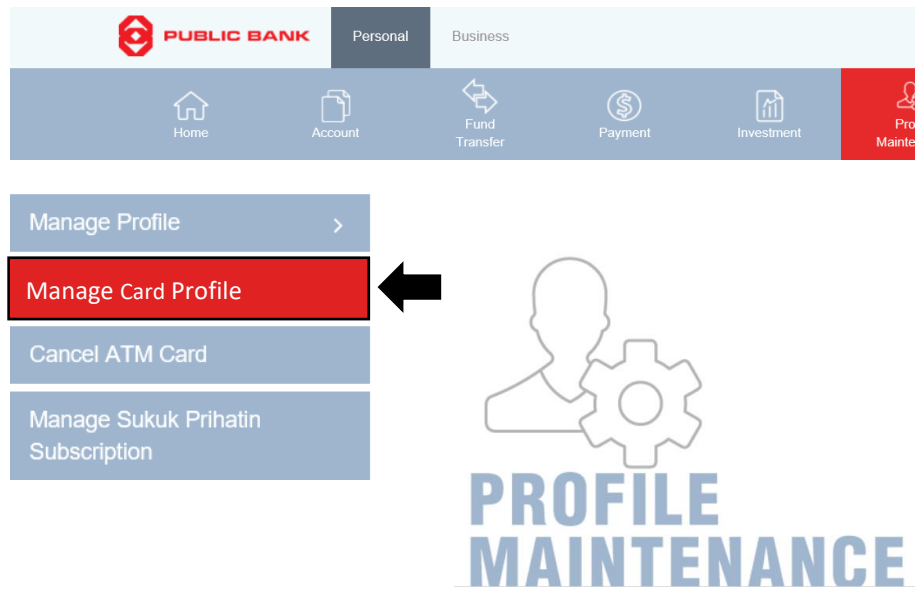
Step 2:
Go to 'Profile Maintenance'.



**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

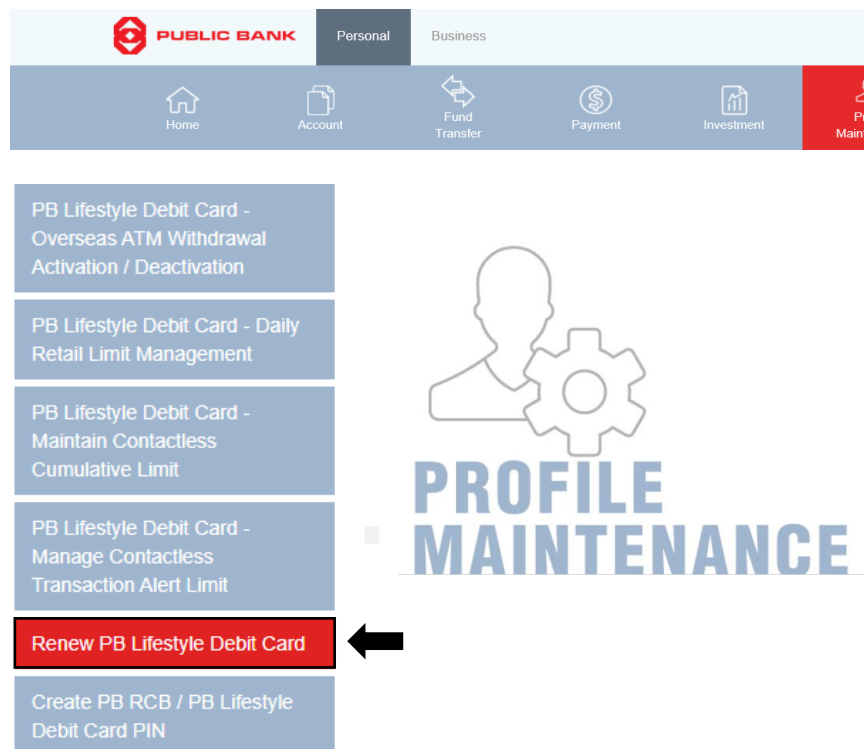
Step 3:

Select **'Manage Card Profile'**.



Step 4:

Select **'Renew PB Lifestyle Debit Card'** at the menu bar.



**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

Step 5:

- Tick the radio button to select card number to renew.
- Then, click the <Next> push button.

PB Lifestyle Debit Card - Overseas ATM Withdrawal Activation / Deactivation

PB Lifestyle Debit Card - Daily Retail Limit Management

PB Lifestyle Debit Card - Maintain Contactless Cumulative Limit

PB Lifestyle Debit Card - Manage Contactless Transaction Alert Limit

Renew PB Lifestyle Debit Card

Create PB RCB / PB Lifestyle Debit Card PIN

← Manage Card Profile

Renew PB Lifestyle Debit Card

Select card(s) to renew

Card No.
<input checked="" type="radio"/> 48481000

Back Next

Step 6:

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

← Manage Card Profile

Renew PB Lifestyle Debit Card

Select your preferred Debit Card

PB Visa Lifestyle Debit Card

PB MasterCard Lifestyle Debit Card

Back Cancel Next

PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

Step 7:

- Key in your existing PB Lifestyle Debit Card PIN.
- Then, click the <Verify PIN> push button.

Note: You are allowed a maximum of three (3) re-attempts to enter your PIN.

← Manage Card Profile

Renew PB Lifestyle Debit Card



Account No

.....

Existing PB Lifestyle Debit Card PIN

.....

Verify PIN

Note: You are allowed a maximum of three (3) re-attempts to enter your PIN

Step 8:

- Key in the mailing address.
- Then, click the <Next> push button.

Note: Your new PB Lifestyle Debit Card will be delivered to the below address as indicated on the screen.

← Manage Card Profile

Renew PB Lifestyle Debit Card



Account No

.....

Existing PB Lifestyle Debit Card PIN

.....

Verify PIN

Note: You are allowed a maximum of three (3) re-attempts to enter your PIN

Mailing Address

Enter Address 1

Enter Address 2

Enter Postcode

Enter City

State

Enter Country

Postcode

City

State

Country

Back Cancel Next

PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

Step 9:

Confirm the following details displayed are in order:

- Card delivery address
- Account Number

Then, click the **<Request OTP>** push button.

← Manage Card Profile

Renew PB Lifestyle Debit Card

■ ■ ■ ■ ■

Your Renewal PB Lifestyle Debit Card will be delivered to

Address 1	
Address 2	
Postcode	
City	KUALA LUMPUR
State	Kuala Lumpur
Country	Malaysia

For Account No

Existing PB Lifestyle Debit Card Pin *****

Back Cancel Request OTP

Step 10:

Key in the One-Time PIN (OTP) and click the **<Confirm>** push button.

← Manage Card Profile

Renew PB Lifestyle Debit Card

■ ■ ■ ■ ■

OTP Serial No

One-Time PIN

Address 1

Address 2

Postcode

City KUALA LUMPUR

State Kuala Lumpur

Country Malaysia

For Account No

Existing PB Lifestyle Debit Card Pin *****

Back Resend OTP Confirm

**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

Step 11:

The below screen display the successful completion of Debit Card renewal.

[← Manage Card Profile](#)

Renew PB Lifestyle Debit Card



Your transaction **has been accepted**. Please take note of the **Reference Number** for future correspondence.

Reference Number

██████████

Address 1

██████████

Address 2

██████████

Postcode

██████████

City

KUALA LUMPUR

State

Kuala Lumpur

Country

Malaysia

For Account No

██████████

Existing PB Lifestyle Debit Card Pin

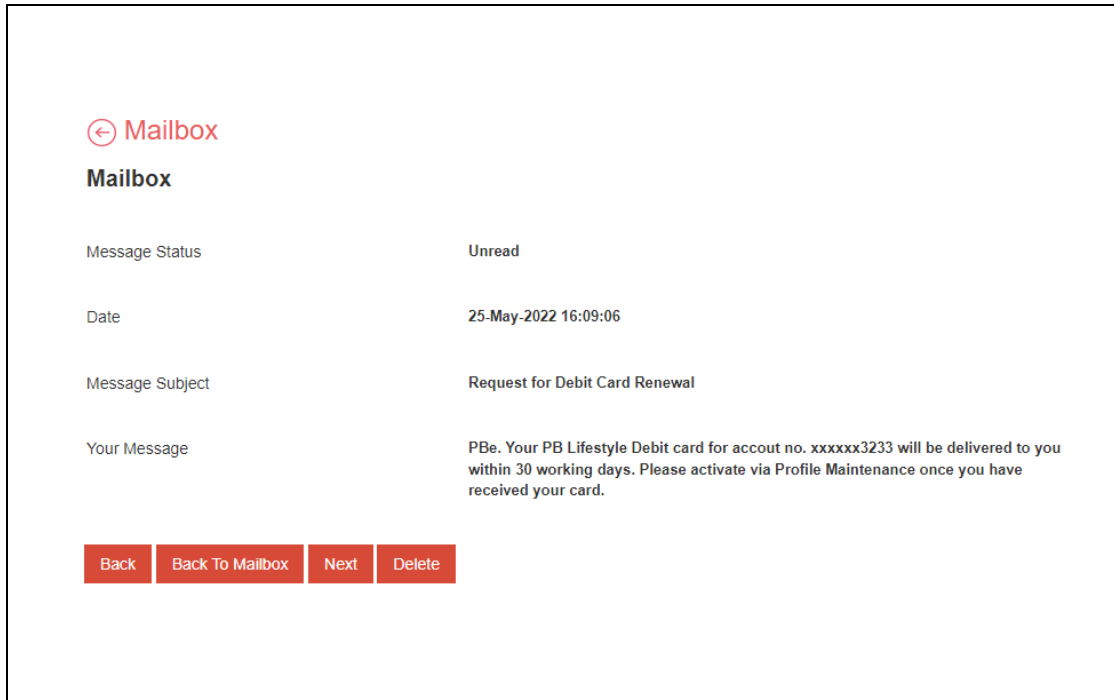
[Back](#)

[Back To Home](#)

PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

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

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



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

You will be receiving your new PB Lifestyle Debit Card within thirty (30) working days from the date of application submitted via PBe Service.

Q6. Is there any fee and charges incurred?

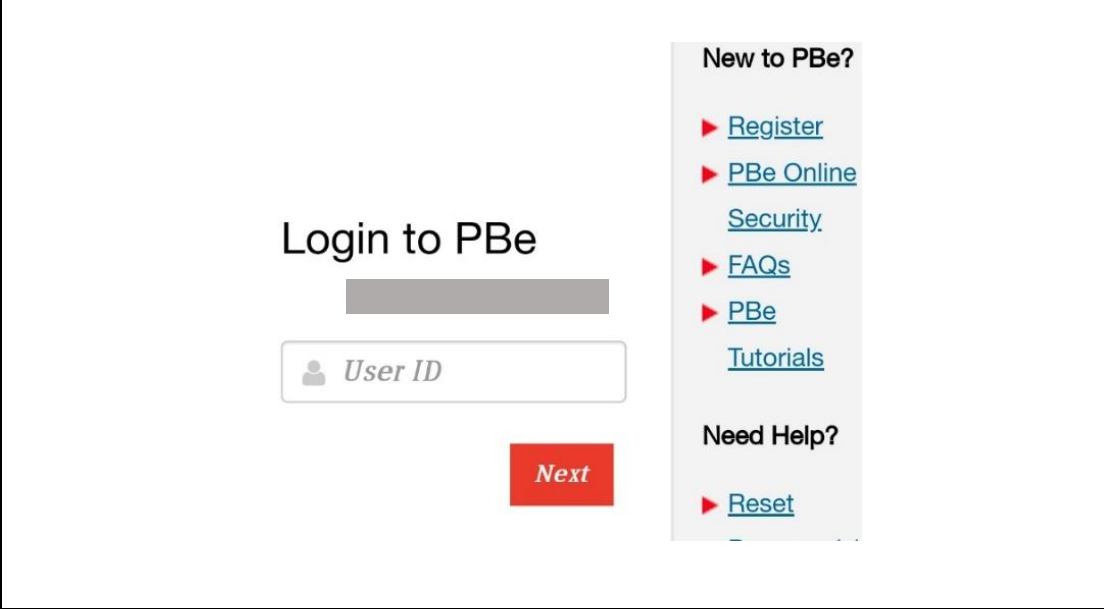
The renewal fee is FREE. Just as all other Debit Card, an Annual Fee of RM8.00 per card will be automatically deducted from your account that is linked to the card once the renewal application is successfully done via PBe.

**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

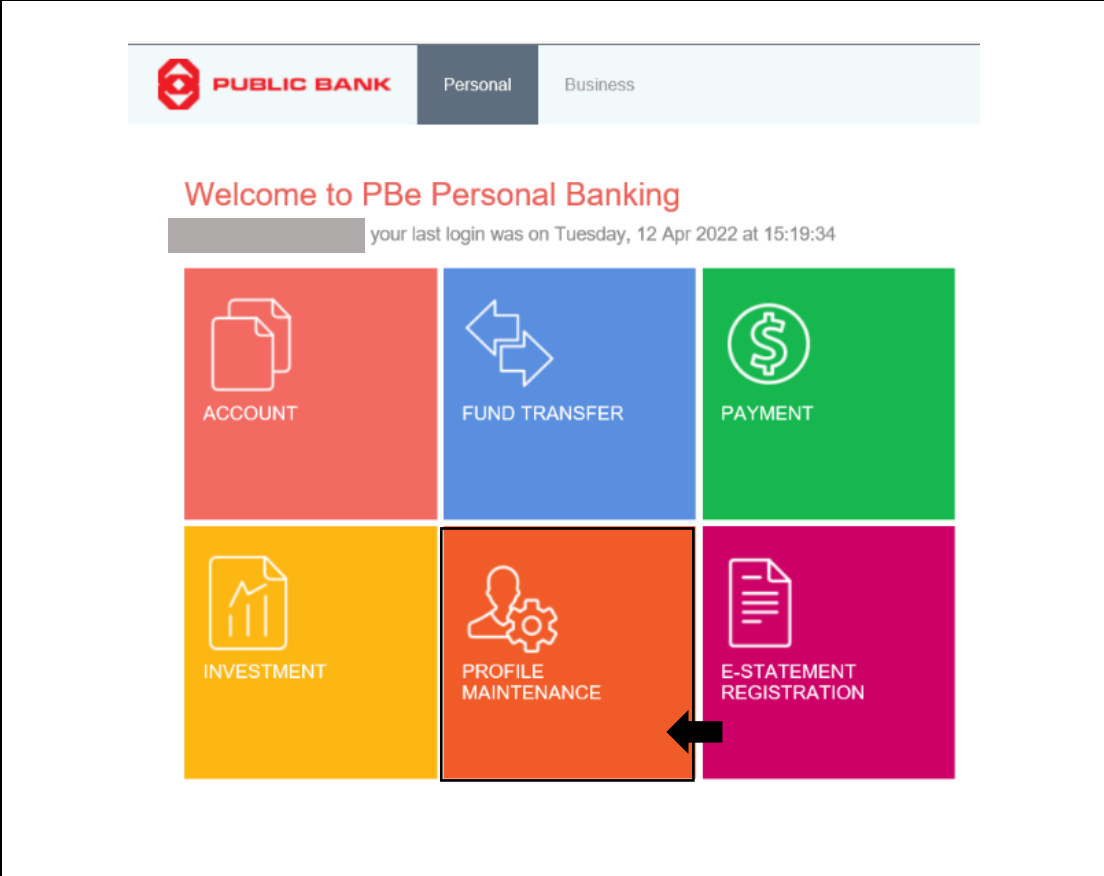
Q7. What do I need to do upon receiving my PB Lifestyle Debit Card?

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

Step 1:
Log in to PBe Service (www.publicbank.com.my)

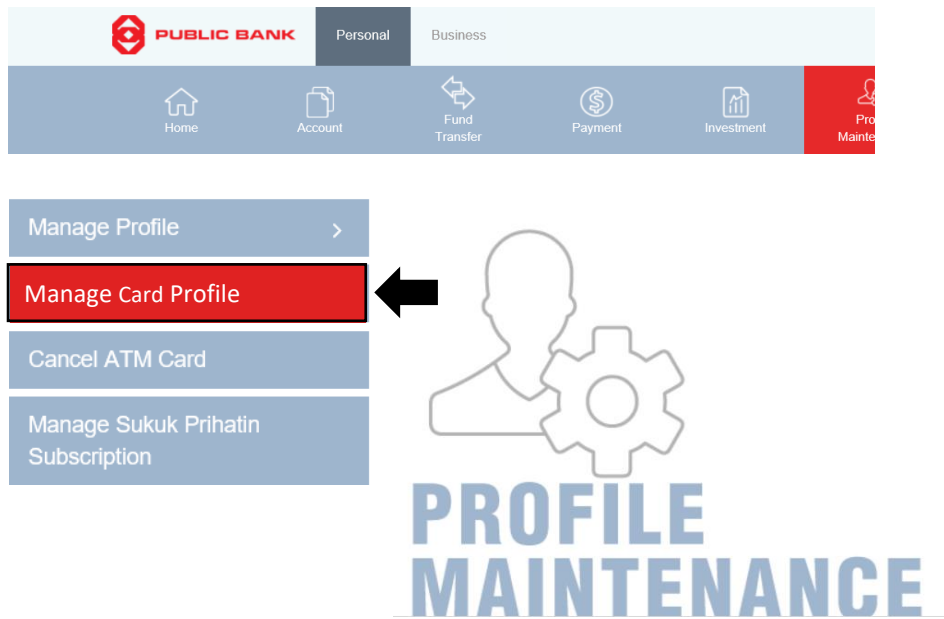


Step 2:
Go to 'Profile Maintenance'.

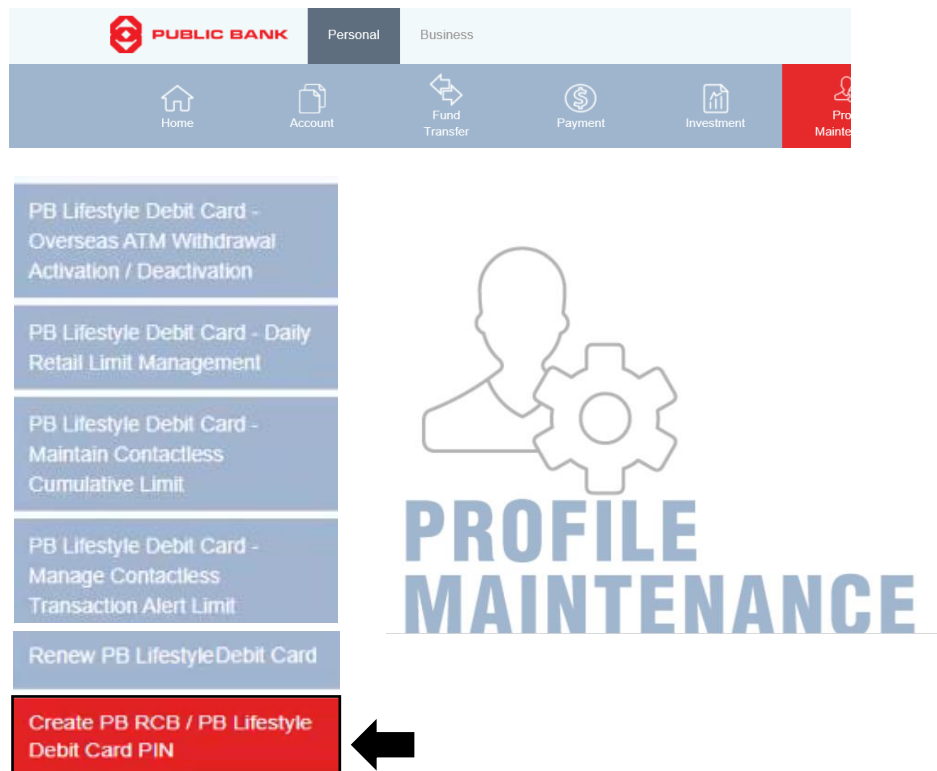


**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

Step 3:
Select 'Manage Card Profile'.



Step 4:
Select 'Create PB RCB / PB Lifestyle Debit Card PIN' at the menu bar.



**PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS**

Step 5:

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

Step 6:

- Complete the following details:
 - Key in New PIN.
 - Confirm New PIN.
 - Key in MyDebit Contactless Limit.
- Click and read the '**Terms & Conditions**' and '**Product Disclosure Sheet (PDS)**'.
- Then, tick the check box to acknowledge that you have read, understand and agree to the Terms & Conditions and Product Disclosure Sheet (PDS).
- Click the <Request OTP> push button.

PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

Step 7:

Key in the One-Time PIN (OTP) and click the **<Confirm>** push button.

[PB Lifestyle Debit Card - Overseas ATM Withdrawal Activation / Deactivation](#)

[PB Lifestyle Debit Card - Daily Retail Limit Management](#)

[PB Lifestyle Debit Card - Maintain Contactless Cumulative Limit](#)

[PB Lifestyle Debit Card - Manage Contactless Transaction Alert Limit](#)

[Renew PB Lifestyle Debit Card](#)

Create PB RCB / PB Lifestyle Debit Card PIN

[← Manage Card Profile](#)

Create PB Lifestyle Debit Card PIN

■ ■ ■ ■ ■

Please enter your OTP

Account No (Savings)

Card No 5509

New PIN

Confirm New PIN

MyDebit Contactless Limit RM 500

OTP Serial No (This OTP will expire in 108 seconds)

OTP

By checking this checkbox, I acknowledge that I have read, understand and agree to the [Terms & Conditions](#) and [Product Disclosure Sheet \(PDS\)](#) Debit Card.

[Reset](#) [Cancel](#) [Resend OTP](#) [Confirm](#)

Step 8:

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

[← Manage Card Profile](#)

Create PB Lifestyle Debit Card PIN



Your PB Lifestyle Debit Card PIN has been created. Please take note of the **Reference Number** for future correspondence.

Reference Number

Card No 5509

[Back](#) [Back To Home](#) [Print](#)

PB LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

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.

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

Yes. You are to activate your new Debit Card within thirty (30) days from the date printed on the POS Laju consignment label when you received the Debit Card.

Q11. Can I re-apply the Debit Card if I have lapsed the activated time frame?

Yes, you may re-apply again via PBe Service as per the steps in Q3.

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 the stated date in Q4 and also has lapsed the card activation time frame (30 days), you may re-apply the Debit Card via PBe Service.

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 LIFESTYLE DEBIT CARD RENEWAL via PBe Service
FREQUENTLY ASKED QUESTIONS & ANSWERS

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 PBe.
- ii.** Cardmember must activate the new Debit Card within thirty (30) 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 update latest mobile number with the Bank in order to receive the One-Time PIN to create new PIN for card activation.
- vi.** The Contactless limit can be maintained during the card activation process. Whereas, the Cash Withdrawal limit and Retail Purchase limit will reset to the default limit. You may change the limit at any PBB/PIBB ATM or PBe Service.