

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

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



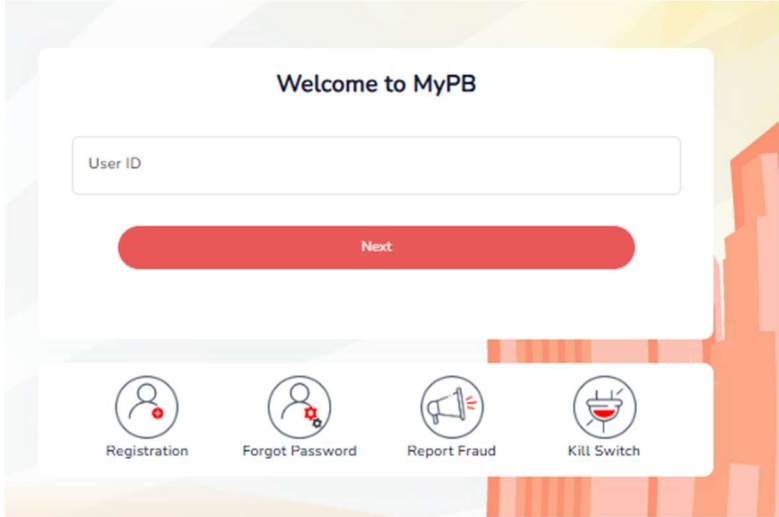
PB UnionPay Lifestyle Debit Card

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

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

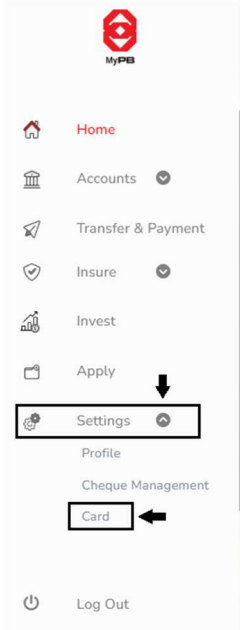
Perform the steps below for PB RCB/PB Lifestyle Debit Card renewal:

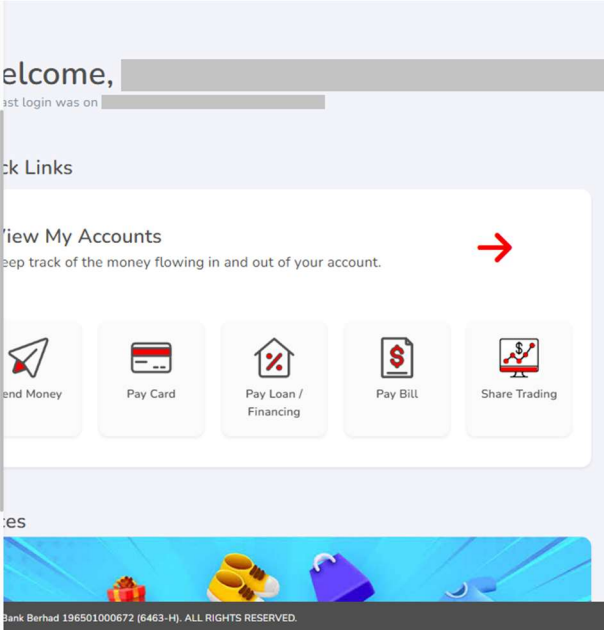
Step 1:
Log in to MyPB (www.pbebank.com)



Step 2:

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

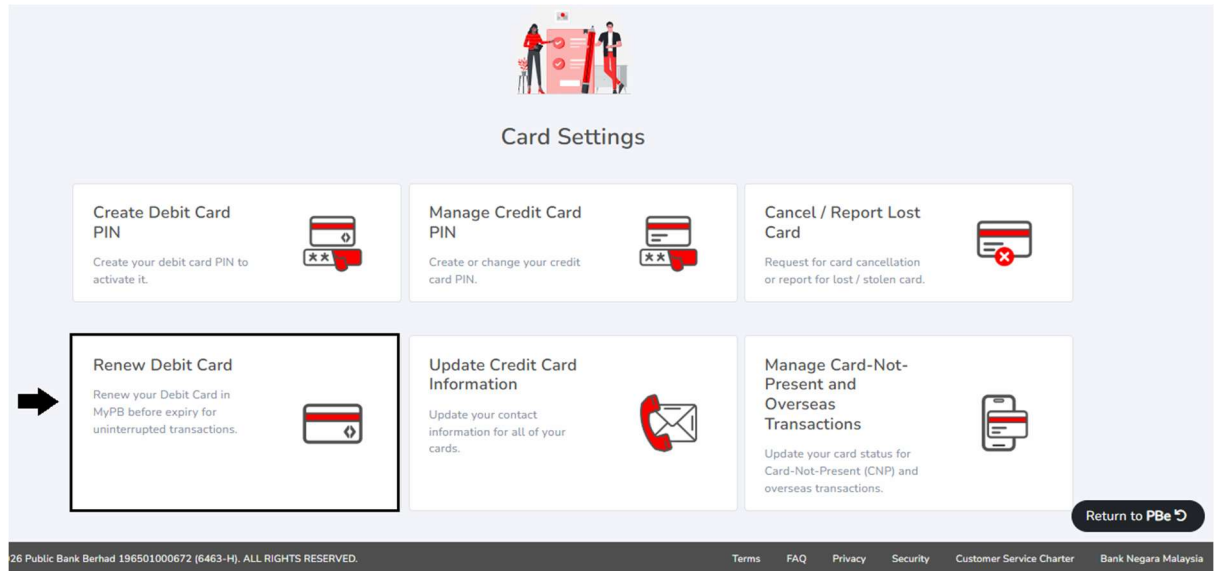




PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB FREQUENTLY ASKED QUESTIONS & ANSWERS

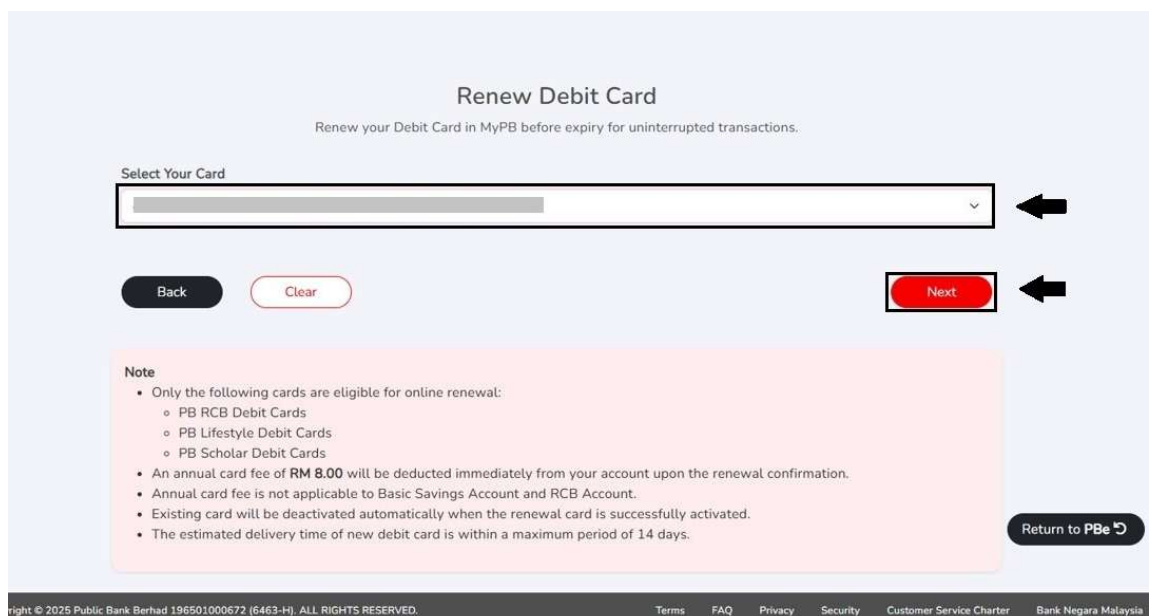
Step 3:

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.



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Step 5:

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

The screenshot shows the 'Renew Debit Card' interface. At the top, it says 'Renew Debit Card' and 'Renew your Debit Card in MyPB before expiry for uninterrupted transactions.' Below this, it says 'Select Your Preferred Debit Card Type'. There are two card options displayed: 'PB Lifestyle MasterCard Debit Card' and 'PB Lifestyle Visa Debit Card'. Each option has a 'Sample of Card' image and a 'Name of Card' label. The 'PB Lifestyle MasterCard Debit Card' image shows a card with 'Bank for the People' and 'MyDebit' logos. The 'PB Lifestyle Visa Debit Card' image shows a red card with 'VISA' and 'MyDebit' logos. At the bottom, there are 'Back' and 'Next' buttons. The 'Next' button is highlighted with a red box and an arrow pointing to it. At the very bottom, there is a footer with 'ALL RIGHTS RESERVED.' and links for 'Terms', 'FAQ', 'Privacy', and 'Security'.

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.

The screenshot shows the 'Renew Debit Card' interface. At the top, it says 'Renew Debit Card' and 'Renew your Debit Card in MyPB before expiry for uninterrupted transactions.' Below this, there are input fields for 'Card No.' and 'Account No.'. Under the 'Delivery Details' section, there is a 'Country' dropdown menu set to 'Malaysia'. Below that is a 'Mailing Address' section with a red error icon and five input fields. At the bottom, there is a 'Mobile No.' section with a red error icon, a '+60' dropdown menu, and a text input field. At the bottom, there are 'Back', 'Clear', and 'Next' buttons. The 'Next' button is highlighted with a red box and an arrow pointing to it. At the very bottom, there is a footer with 'ALL RIGHTS RESERVED.' and links for 'Terms', 'FAQ', 'Privacy', and 'Security'.

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

Step 7:

Confirm the following details displayed are in order:

- Account Number
- Card Delivery Details

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

Renew Debit Card
Renew your Debit Card in MyPB before expiry for uninterrupted transactions.

Card No.
[Redacted]

Account No.
[Redacted]

Delivery Details
Country
Malaysia
Mailing Address
[Redacted]
[Redacted]
[Redacted]
[Redacted]
[Redacted]

Mobile No.
+60 [Redacted]

Click "Send Push Notification" button and a push notification will be sent to your mobile device. Launch our mobile banking application and verify the transaction details before approving the transaction.

Send Push Notification

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Step 8:

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

PB SecureSign (Push Notification)

Please check your mobile device (iPhone) for a push notification to approve the transaction.

101 second(s) remaining...

DO NOT CLOSE this pop-up window **WHILE APPROVING** the transfer on your mobile device. Closing this window prematurely may result in an incomplete transaction.

► **Did not Receive?**

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

Step 9:

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

Renew Debit Card

Debit Card Renewal Accepted for Processing

Your new Debit Card for account no. [redacted] will be delivered to you within 14 working days.

Please take note of the Reference No. for future correspondence.

Reference No. [redacted]

Account No. [redacted]

Country Malaysia

Mailing Address [redacted]

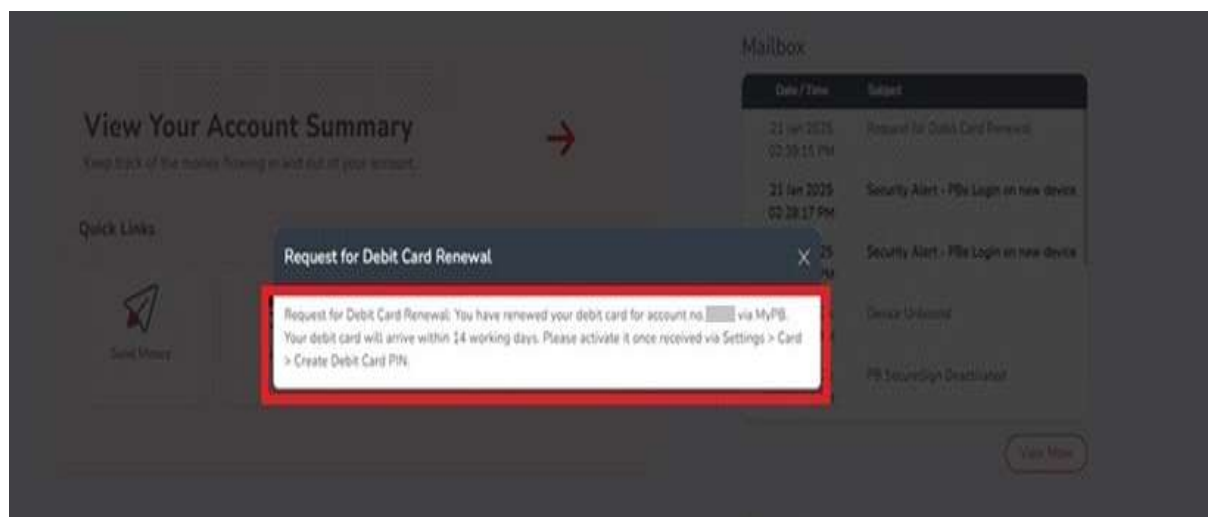
Mobile No. +60 [redacted]

Print Done

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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:-



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FREQUENTLY ASKED QUESTIONS & ANSWERS

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.

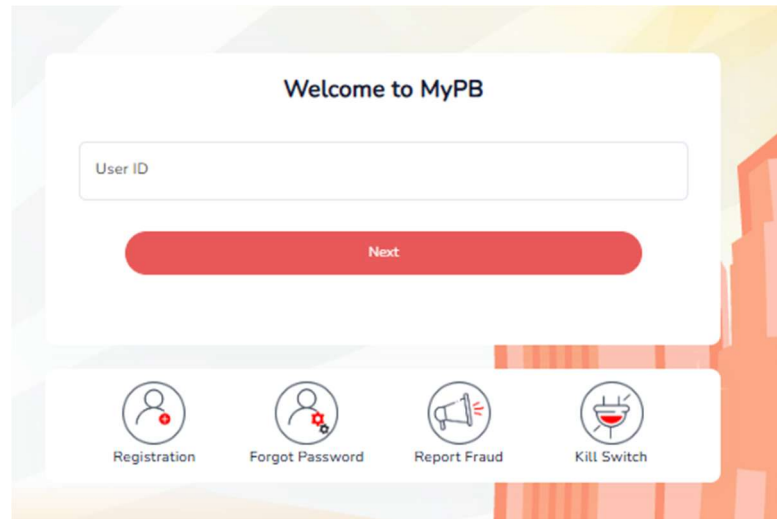
**PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
FREQUENTLY ASKED QUESTIONS & ANSWERS**

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:

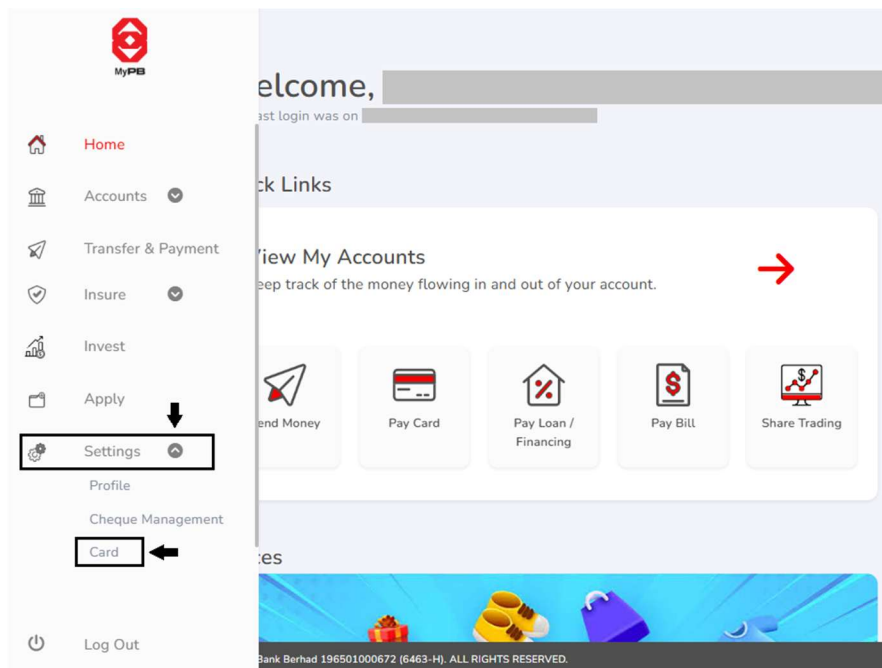
Step 1:

Log in to MyPB (www.pbebank.com)



Step 2:

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

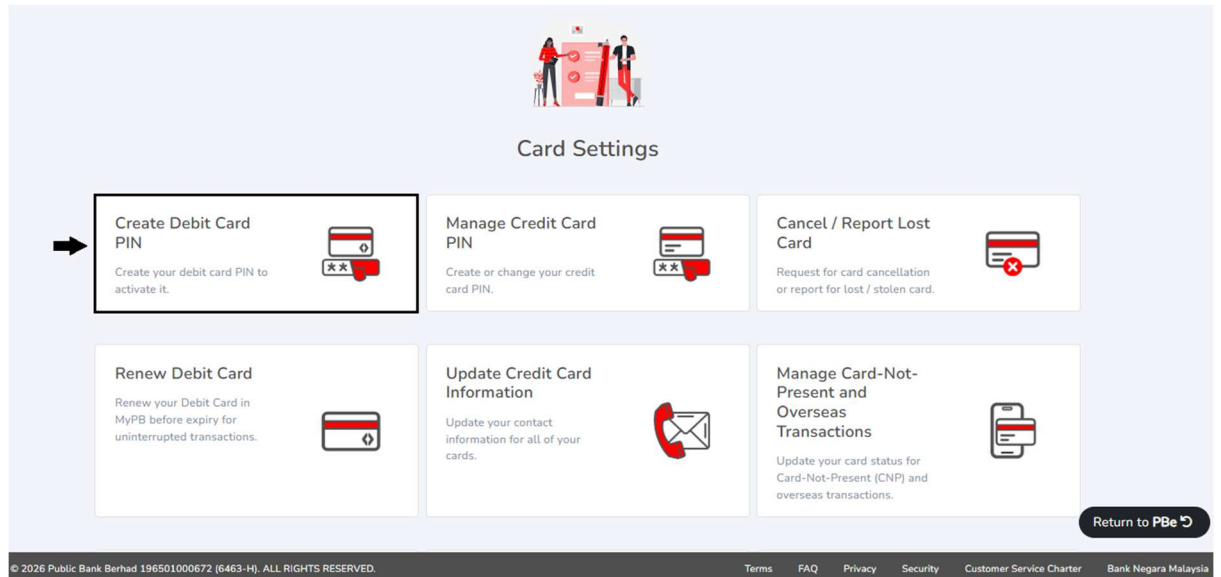


PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB

FREQUENTLY ASKED QUESTIONS & ANSWERS

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.

The screenshot shows the 'Create Debit Card PIN' screen. It has a title 'Create Debit Card PIN' and a subtitle 'Create your debit card PIN to activate it.' Below this is a form with a dropdown menu labeled 'Select your account' and a text input field labeled 'Enter last 4 digits of card number'. There are 'Back' and 'Clear' buttons below the input field, and a 'Next' button to the right. A note at the bottom states: 'Note: You cannot change your PIN once it has been set. If you forget your PIN, please visit your account holding branch to request a new debit card.' Arrows point to the 'Next' button and the 'Enter last 4 digits of card number' field.

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

Step 5:

- (a) Complete the following details:
 1. Key in New PIN.
 2. Confirm New PIN.
- (b) Click and read the **'Terms & Conditions'** and **'Product Disclosure Sheet (PDS)'**.
- (c) 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).

Create PB Lifestyle Debit Card PIN
Create your PB Lifestyle Debit Card PIN here to activate your debit card.

Account Number
[Input Field]

Card No.
[Input Field]

New PIN
[Input Field] (a)1

Confirm New PIN
[Input Field] (a)2

By clicking Next, I confirm that I have read and agree to the PB Lifestyle [Terms and Conditions](#) and [Product Disclosure Sheet \(PDS\)](#). (b) ↑

[Back](#) [Clear](#) [Next](#) (c) ←

Note

- Your existing PB Lifestyle Debit Card will be cancelled. The new PB Lifestyle Debit Card will be ready to be used once the PIN has been created.
- The daily PB Lifestyle Debit Card transaction limit are as follows:

Transaction Type	Daily Transaction Limit
Cash Withdrawal*	RM 10,000.00 (Combined Limit)
Send Money	*subject to a maximum limit of RM 5,000.00
MyDebit Purchase Limit	RM 5,000.00
MyDebit Contactless Limit	RM 500.00

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.

Create PB Lifestyle Debit Card PIN

Account Number
[Input Field]

Card No.
[Input Field]

New PIN
[Input Field]

Confirm New PIN
[Input Field]

Click "Send Push Notification" button and a push notification will be sent to your mobile device. Launch our mobile banking application and verify the transaction details before approving the transaction.

[Back](#) [Confirm](#) [Send Push Notification](#) ←

Note

- Your existing PB Lifestyle Debit Card will be cancelled. The new PB Lifestyle Debit Card will be ready to be used once the PIN has been created.
- The daily PB Lifestyle Debit Card transaction limit are as follows:

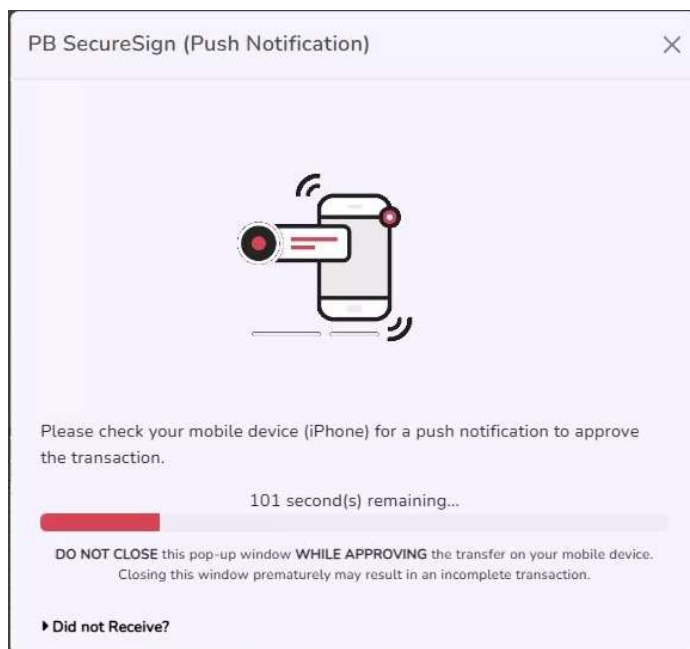
Transaction Type	Daily Transaction Limit
Cash Withdrawal*	RM 10,000.00 (Combined Limit)
Send Money	*subject to a maximum limit of RM 5,000.00
MyDebit Purchase Limit	RM 5,000.00
MyDebit Contactless Limit	RM 500.00

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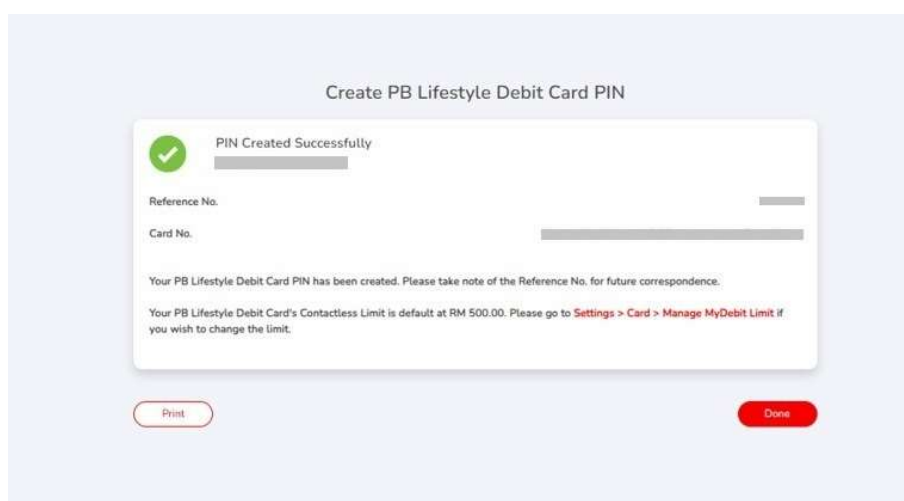
Step 7:

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.



PB RCB/PB LIFESTYLE DEBIT CARD RENEWAL via MyPB
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/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 & 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 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.