

Frequently Asked Questions – Hardcopy Statement Fee

Q: What is Hardcopy Statement Fee and how much is it?

A: Effective 1 May 2019, the Bank will introduce a RM1.00 Hardcopy Statement Fee for each monthly paper statement issued to Cardmembers.

Q: Which cards will be charged the Hardcopy Statement Fee?

- A:
- PB Visa Infinite/World Mastercard
 - PB Visa Signature
 - PB Visa Platinum/Platinum Mastercard
 - PIB Visa Platinum/Mastercard Platinum
 - PB Quantum Visa/Quantum Mastercard
 - PB Visa Gold/Gold Mastercard
 - PIB Visa Gold/Mastercard Gold
 - PB Mutual Gold Platinum
 - PB AIA Visa Gold
 - PB Petron Visa Gold
 - PB UTAR/TARC Debit
 - PB Visa Debit
 - PB Petron Visa Debit

Q: When will the fee be charged if I opt to continue receiving Hardcopy Statement?

A: The fee will be charged directly to your Credit Card/-i or Debit Card one day after your hardcopy statement is generated.

Q: Any other alternatives to receive monthly statement without charges?

A: You are encouraged to switch to E-Statement, which is available at NO COST via PBe Internet Banking or E-mail.

Q: What are the benefits of switching to E-Statement?

A: By switching to E-Statement, you will be able to access your statement at anywhere, anytime at no cost. Furthermore, going paperless not only contributes to preserving the environment and saving trees, it also helps you cut clutters as you can download and save your E-Statements into a hard drive.

Q: How do I sign up for E-Statement?

A:

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| Via PBe Internet Banking | <ol style="list-style-type: none">1. For PBe Online users, you can sign up for E-Statement at https://www.pbebank.com2. For non PBe Online users, click here to register.3. Alternatively, click here to fill in E-Statement Sign Up form. Completed form should be returned to any PBB/PIBB Branch or mail/ fax/email to: PB Cards Services Level 10, Menara Public Bank, 146, Jalan Ampang, 50450 Kuala Lumpur. Fax: 03-2163 9400 Email: custsvc@publicbank.com.my |
| Contact Public Bank Card Services | Hotline: 03-2176 8000 Email: custsvc@publicbank.com.my |

Q: When will I start receiving my E-Statement if I sign up now?

A: If you sign up for E-Statement via PBe Internet Banking, you will be able to view your E-Statement on your next statement cycle. If you sign up via submission of E-Statement Sign Up Form, you will be able to receive your statement via email on your next statement upon successful verification.

Q: I have 2 Credit Cards with 2 different statement dates. Will I be charged for both?

A: Yes. RM1.00 will be charged monthly to both your Credit Card Statements.

Q: Are there any exemptions for the fee?

A: Fee exemption will be granted to the following groups subject to Cardmember's declaration with supporting documents:

- Aged 60 and above (Auto Exemption)
- With disabilities
- Facing difficulties accessing E-Statement

Q: How do I request for the fee exemption if I meet the exemption criteria?

A: You may submit your request via e-mail to custsvc@publicbank.com.my with your supporting documents attached.

Q: If I would like to inquire more about the Hardcopy Statement Fee, who should I contact?
A: Should you have any inquiry, please contact our Public Bank Card Services Hotline 03-2176 8000 or e-mail to custsvc@publicbank.com.my.