



# Protect Your Debit Card-i

Your Debit Card-i is valuable. Ensure that it is secured at all times.

## Do's

### Sign Your Card and Change Your Pin

Immediately sign on the signature panel at the back of your Debit Card-i upon receipt.

You can change your Personal Identification Number (PIN) at the Cash Recycle Machine (CRM).

### Check Your Purchase Details

Ensure all the details of your purchase is correct, from product, price and card number.

### Notify the Bank

Notify the Bank promptly on any changes in your details i.e address, contact number etc. by visiting the Bank's branches or by calling the MBSB Bank Call Centre.

### Know Your Withdrawal and Purchase Limit

Take note that withdrawal daily limit for MBSB Bank Debit Card-i is RM3,000.00 and purchase limit is RM5,000.00.

### Purchase From Trusted Online Merchants

Make necessary research on the product and the merchant before making any payments. Do not give your card details if it is not secured.

### Keep the Bank's Customer Service Number

Keep MBSB Bank's Customer Service phone number readily available with you to immediately report any lost or stolen Debit Card-i.

### Ensure Withdrawal and Spending Within Limit

Ensure that your withdrawal and spending is within your limit (per day) to avoid transactions being rejected.

### Check Your Debit Card-i Transaction History

Always check your Debit Card-i transaction history in MJourney. Please login to <https://mbsbjourney.com/rib/>

### Inform the Bank on Overseas Transactions

If you choose to use your ATM/Debit Card-i during your travels, inform the bank for activation.

## Dont's

### Share It With Others

You shall keep and use the Debit Card-i safely. Your Debit Card-i is not transferable and is your obligation to keep it secured.

Do not leave you Debit Card-i unattended.

### Reveal Account Information to Anyone

The Bank will never send you an email or letter asking for your Debit Card-i's information. Never reveal your username, password, One Time Password (OTP), security questions or answers, and/or PIN to anyone.

### Expose Your PIN Number

You must treat your PIN as strictly confidential and you must not disclose your PIN to any person under any circumstances or by any means, whether voluntarily or otherwise.

If the PIN is exposed or suspected to be exposed to another person, you MUST immediately inform the Bank.

### Create an Easy PIN Number

When selecting a PIN, always avoid the recognisable, such as telephone number, date of birth, identity card number etc. Do not keep a copy of your PIN in your wallet/purse.