

Frequent Asked Questions (FAQ)

- 1. How do I know if my MBSB Bank VISA Debit Card-i is reaching its expiry date?**
The expiry date is written on your MBSB Bank VISA Debit Card-i. Please refer on the 'valid thru' section of the card to find the date.
- 2. When is the last day for me to renew my MBSB Bank VISA Debit Card-i?**
Your MBSB Bank VISA Debit Card-i is valid until the date stated on your card. If it is written 12/23, you may use your debit card until 31 December 2023. The card can no longer be used from 1 January 2024 onwards.
- 3. What do I need to do if my MBSB Bank VISA Debit Card-i is about to expire?**
You are required to visit any nearest MBSB Bank branch to get your new instant debit card.
- 4. What do I need to produce during the instant MBSB Bank VISA Debit Card-i renewal?**
You need to provide your existing debit card and MyKad/Army/Navy/Police Identification or Passport (for foreigners) for verification.
- 5. How long does it take to renew my MBSB Bank VISA Debit Card-i?**
Renewal of MBSB Bank VISA Debit Card-i will be processed immediately, and it takes about 10 minutes to issue the card.
- 6. What happened to my old MBSB Bank VISA Debit Card-i once I renewed the debit card?**
The old debit card will be automatically cancelled once you renewed your debit card.
- 7. Will I get the same card number once my MBSB Bank VISA Debit Card-i has been renewed?**
No, as the debit card is issued at the branch, a new number will be created for the renewed debit card.
- 8. Will I need to change my MBSB Bank Internet Banking M Journey when I renew my MBSB Bank VISA Debit Card-i?**
No, you will be able to access your MBSB Bank Internet Banking M Journey as usual.
- 9. Can I use my new MBSB Bank VISA Debit Card-i for online / overseas transactions?**
Yes, your card will be auto registered for 3D Secure online transactions. For overseas and other internet transactions, you may request to opt in for the services or via MBSB Bank Internet Banking M Journey. Alternatively, you may also visit any nearest MBSB Bank's branches or to call our Contact Centre for further assistance.
- 10. Will the CVV number change with the new card?**
Yes, the new debit card will have a new CVV number.
- 11. Will I get a new PIN number when I renew my MBSB Bank VISA Debit Card-i?**
Yes, you need to set the PIN for the new debit card over the counter or MBSB Bank Internet Banking M Journey.

12. How do I activate my new MBSB Bank VISA Debit Card-i?

You may activate your card at the branch. Alternatively, you also may activate your new debit card via the link below: -

<https://www.mbsbjourney.com/rib/>

13. Is there any fee to renew my MBSB Bank VISA Debit Card-i?

No, there is no fee charged on the renewal.

14. Who should I contact for any inquiry?

Please contact our Customer Service Centre Hotline: +603-20963000 (6.00am to 12.00am daily). You can also Email: enquiry@mbsbbank.com or you may visit any MBSB Bank branch.