



KFH DEBIT CARD-i RENEWAL - FREQUENTLY ASKED QUESTIONS (FAQs)

No	Questions	Answers
1.	What do I need to do when my debit card-i is going to expire?	You are required to visit any nearest KFH Malaysia branch to get your new instant debit card (without name on the card).
2	What do I need to produce during the instant debit card renewal?	You need to provide your existing debit card and MyKad or Passport (for foreigners) for verification.
3	How long does it take to renew my debit card?	Renewal of debit card will be processed on the spot and it takes about 10 minutes to perform the renewal.
4	Can I use my expired debit card at any ATM?	No, you will not be able to perform any ATM transactions.
5	Can I still use my expired debit card?	No, you will not be able to use the debit card for retail purchases at merchants upon expiry of the debit card. The debit card can only be used until the last day of the month in which it expires.
6	What happen to my old debit card once I have 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 I have renewed?	No, since this is an instant debit card, there will be a new number for the renewed debit card.
8	Will I need to change my KFH Online when I renew my debit card?	No, you can still access your KFH Online as per normal. However, you are unable to change your username/password using your old debit card number.
9	Can I use my new debit card for online / overseas transactions?	Your card will be auto enrolled for 3D Secure online transactions and for overseas transactions, you are required to call our Contact Centre to enroll your card prior to the usage.
10	Does the CVV number change with new card?	Yes, new debit card will have a new CVV number.
11	Will I get a new PIN number when I renew my debit card?	Yes, you need to set the PIN for the new debit card over the counter or via any KFH Malaysia ATM.
12	How do I activate my new debit card?	The new debit card is activated once you key in your new 6 digit PIN via the PIN Pad over the counter.
13	Is there any fee to renew my debit card?	No, there is no fee charged on the renewal.
14	Who should I contact for any inquiry?	Please contact our Contact Centre at 1300 888 534 (8.00am to 8pm) or you may walk in to any KFH Malaysia branch nearest to you.