

## Frequently Asked Question on Debit Card New Auto Renewal Program

1. How can I opt-in for Auto Card Renewal Program ?

For New Customer, you are required to fill-in the Account Opening Form confirming opt-in or opt-out the Auto Card Renewal Program during on-boarding.

For Existing Customer, you are required to fill-in the Opt-In for Card Auto Renewal Program Request Form for program enrollment.

2. When will the Auto Card Renewal Program take effect ?

Upon receipt of the Opt-In for Card Auto Renewal Program Request Form, customer's opt-in request will be updated in system; thereafter two months prior to customer's Debit Card expiration, the card will be renewed and delivered to customer's correspondence address which maintained in the Bank's record.

3. Can my card be renewed under Auto Card Renewal Program if I submit the Opt-In for Card Auto Renewal Program Request Form late ?

You are required to submit the Opt-In for Card Auto Renewal Program Request Form to BOCM 3 months ahead prior to the card expiration for opt-in enrollment.

If you submit late, your application will be treated as late submission which exceeded auto processing timeframe. You will need to visit any nearest branch for card renewal and collect card at spot. After card renewal at branch, prior to your next card expiration, your card will be renewed automatically as per opt-in card renewal request.

4. Can my card be renewed under Auto Card Renewal Program if my card already expired for two months ?

No, you are required to visit any nearest BOCM branch for the Debit Card renewal.

5. What happen if I do not opt-in for Auto Card Renewal Program ?

You are required to visit any nearest BOCM branch for the Debit Card renewal.

6. How can I request for change of my correspondence address ?

You are required to indicate in the Opt-In for Card Auto Renewal Program Request Form upon request of program enrollment.

In the event your signature differed from Bank's record, either customer service or BOCM branch will contact you to bring along your identity card or passport to any nearest BOCM branch for verification purposes.

7. Can I request the renewed card be delivered to foreign address ?

At the moment, we are only able to provide the support for Malaysia local correspondence address.

8. What happen if my passport expired ?

Your Debit Card will not be renewed automatically even though you have opted-in the Auto Card Renewal Program. You are required to visit any nearest BOCM branch for the Debit Card renewal.

9. What happen if my account become dormant ?

Your Debit Card will not be renewed automatically even though you have opted-in the Auto Card Renewal Program. You are required to visit any nearest BOCM branch for the Debit Card renewal.

10. How can I activate the newly renewed card ?

You may either perform retail purchase via POS terminal and verify using 6-digit PIN or perform ATM balance enquiry or cash withdrawal at any BOC group ATM machine and verify using 6-digit PIN.

This information is stated in card mailer where the new Debit Card attached to.

11. What happen to my current card after I activated the new card ?

Your current card will be deactivated immediately once your new card is activated.

12. What happen if I do not activate the renewed card after 3 months ?

Your new card will be cancelled if the Card not activated within 3 months.

13. Do I need to setup new PIN ?

No, you can continue to use your existing PIN.

14. Do I need to update my card information in e-wallet or shopping apps ?

Yes, you are required to update your new CVV and card expiry date in e-wallet or shopping apps upon activation if you have your card information saved on your e-wallet or shopping apps.