

USEFUL GUIDE TO ACTIVATE CARD-NOT-PRESENT (CNP) FUNCTION BY BANKS

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#1

HONG LEONG BANK

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Hong Leong Connect Internet Banking

- Step 1 Log in to www.hongleongconnect.my
- Step 2 Click *Other Services* menu > *ATM/Debit Card* > *Overseas Withdrawal & Debit Card Settings*.
- Step 3 Click on the toggle button of the relevant services to opt in.
- Step 4 An *AppAuthorise notification* or *TAC* will be sent to your mobile phone.
- Step 5 Tap *Authorise* on the AppAuthorise screen or enter the TAC > *Confirm* and you are done! ✓

#2 Hong Leong Connect Mobile Application

- Step 1 Log in to Hong Leong Connect mobile application
- Step 2 Click on *Current/Savings Account* > *Services* tab > *Debit Card Setting*.
- Step 3 Click on the toggle button of the relevant services.
- Step 4 An *AppAuthorise notification* or *TAC* will be sent to your mobile phone.
- Step 5 Tap *Authorise* on the AppAuthorise screen or enter the TAC > *Confirm* and you are done! ✓

#3 Hong Leong ATM Machines

- Step 1 Insert your Debit Card/-i
- Step 2 Select *Others* at main menu *Debit Card/Overseas Transactions*.
- Step 3 Select *Activate (opt-in)* and you are done! ✓

#4 Hong Leong Call Centre & Branches

Contact Hong Leong Call Centre at 03-76268899 or go to the *nearest branch* during working hours.

Note: This step is IMPORTANT to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#2

MALAYAN BANKING (MAYBANK)

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Maybank2u Internet Banking

Step 1 Log in to www.maybank2u.com.my

Step 2 Go to *Setting* menu > *Cards*.

Step 3 Click *Manage Debit Cards* > *Debit Card E-Commerce Activation*.

Step 4 Click *Activate* and you are done! ✓

#2 Maybank Call Centre & Branches

Contact Maybank Call Centre at *1300 88 6688* or *603-7844 3696* (overseas) or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#3

CIMB BANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 CIMB Bank Call Centre & Branches

Contact CIMB Bank Call Centre at *03-62047788* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#4

BANK ISLAM MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Bank Islam Malaysia Internet Banking

- Step 1 Log in to www.bankislam.biz
- Step 2 Go to *Setting* menu > *Debit Card i-Maintenance*.
- Step 3 Click *Card-Not-Present (CNP)/Online Purchase Activation*
- Step 4 Download *Bank Islam GO apps* to approve CNP activation through GO Secure and you're done! ✓

#2 Bank Islam Malaysia ATM Machines

- Step 1 Insert your Debit Card
- Step 2 Select *Others* > *Debit Card i-Maintenance*.
- Step 3 Select *Activate (opt-in)* and you are done! ✓

#3 Bank Islam Call Centre & Branches

Contact Bank Islam Call Centre at 03-26900900 or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#5 RHB BANK

You may enable **Card-Not-Present (CNP)** transactions conveniently via the following channels:

#1 RHB Bank SMS Services

Step 1 Type *CNP1 <space> last 4 digit NRIC No. <space> last 6 digit of your Debit Card/-i numbers* and send to 66300. ✓

Example: CNP1 1234 123456 to 66300

#2 RHB Bank ATM Machines

Step 1 Insert your Debit Card

Step 2 Go to *Other* menu > *Debit Card/-i Opt-in*.

Step 3 Select *Card-Not-Present Activation and/or Overseas Usage Activation* and you are done! ✓

Note: Any activation/deactivation Request will take effect on the next day.

#3 RHB Bank Call Centre & Branches

Contact RHB Bank Call Centre at *03-92068118* or *03-92061188 (for Premier)* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#6 PUBLIC BANK

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Public Bank Internet Banking

- Step 1 Log in to www.pbebank.com
- Step 2 Go to *Setting* menu > *Debit Card Maintenance*
- Step 3 Click *Card-Not-Present (CNP)/Online Purchase Activation* and you are done! ✓

#2 Public Bank ATM Machines

- Step 1 Insert your Debit Card
- Step 2 Press *Others* > *Debit Card Maintenance*
- Step 3 Select *Activate (opt-in)* and you are done! ✓

#3 Public Bank Call Centre & Branches

Contact Public Bank Call Centre at *03-21708000* or go to the *nearest branch* during working hours.

Note: This step is IMPORTANT to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#7 STANDARD CHARTERED BANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 Standard Chartered Call Centre & Branches

Contact Standard Chartered Call Centre at *1300 888898 or 03-77118888 (Overseas)* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#8 HSBC BANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 Contact HSBC Bank Call Centre & Branches

Contact HSBC Bank Call Centre at *1300 881388 or 03-83215400 (Overseas)* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#9

BANK SIMPANAN NASIONAL (BSN)

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Bank Simpanan Nasional (BSN) Internet Banking

- Step 1 Log in to www.mybsn.com.my
- Step 2 Go to *Manage Account* menu > click *Debit Card*
- Step 3 Click *Update Online Purchase Status* > select *Debit Card* > click *Next*
- Step 4 Select *Permanently Activated* > Enter *The Effective Date* > click *Next*
- Step 5 Click *Request TAC* > Enter *TAC Code* and you're done! ✓

#2 Bank Simpanan Nasional (BSN) ATM Machines

- Step 1 Insert your Debit Card
- Step 2 Press *Pin Change/Others* menu > select *Maintenance*
- Step 3 Select *Online Purchase* > choose *Permanent Activation* and you're done! ✓

#3 Bank Simpanan Nasional (BSN) Call Centre & Branches

Contact BSN Call Centre at *1300-88-1900* or *+603 2013 1900 (Overseas)* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#10 AFFIN BANK

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 Affin Bank Internet Banking

- Step 1 Log in to www.rib.affinalways.com
- Step 2 Go to *Setting* menu > click *Card Maintenance*
- Step 3 Select *Card Activate* > click *Request TAC*
- Step 4 Enter *TAC Code* and you're done! ✓

#2 Affin Bank Call Centre & Branches

Contact Affin Bank Call Centre at **03-82302222** or go to the *nearest branch* during working hours.

Note: This step is IMPORTANT to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#11 AGROBANK

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 AgroBank Call Centre & Branches

Contact Agrobank Call Centre at *1-300-88-2476* or *03-20790600 (Overseas)* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#12 UNITED OVERSEAS BANK (UOB)

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 United Overseas Bank (UOB) Call Centre & Branches

Contact United Overseas Bank (UOB) Call Centre at *03-26128121* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#13 AMBANK

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 AmBank Internet Banking

- Step 1 Log in to www.ambank.amonline.com.my
- Step 2 Go to *Debit Card* menu > click *Setting*
- Step 3 Go to *Allow Online Purchases* > *slide toggle to the right* to enable this feature
- Step 4 Click *Request TAC* > Enter *TAC Code* and you're done! ✓

#2 AmBank Mobile Application

- Step 1 Log in to AmOnline mobile application
- Step 2 Go to *Debit Card* menu > click *Setting*
- Step 3 Go to *Allow Online Purchases* > *slide toggle to the right* to enable this feature
- Step 4 Click *Request TAC* > Enter *TAC Code* and you're done! ✓

#3 AmBank Call Centre & Branches

Contact AmBank Call Centre at **03 - 21788888** or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#14

CITIBANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 CitiBank Internet Banking

- Step 1 Log in to www.citibank.com.my
- Step 2 Go to *Services* menu > click *My Profile* > select *Create Card PIN*
- Step 3 Click *Request TAC* > Enter *TAC Code* and you're done! ✓

#2 CitiBank Mobile Application

- Step 1 Log in to CitiBank mobile application
- Step 2 Go to *Menu* section > click *Create Card PIN* > Enter *6-digit PIN*
- Step 3 Click *Request TAC* > Enter *TAC Code* and you're done! ✓

#3 CitiBank Call Centre & Branches

Contact CitiBank Call Centre at **03-23830011** or go to the *nearest branch* during working hours.

Note: This step is IMPORTANT to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#15

OCBC BANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channels:

#1 OCBC Bank Internet Banking

Step 1 Log in to www.internet.ocbc.com.my

Step 2 Go to *Customer Service* menu > click *Cards* > select *Activate Card*

Step 3 Select *Preferred Card* > Enter *The Card Expiry Date* to enable this feature

Step 4 You will receive a *SMS Notification* and you're done! 

#2 OCBC Bank Call Centre & Branches

Contact OCBC Bank Call Centre at *03-83175000* or go to the *nearest branch* during working hours.

Note: This step is **IMPORTANT** to prevent fraud and further protect Cardholders from becoming victims of fraudsters.

#16

ALLIANCE BANK MALAYSIA

You may enable Card-Not-Present (CNP) transactions conveniently via the following channel:

#1 Alliance Bank Call Centre & Branches

Contact Alliance Bank Call Centre at *03-55169988* or go to the *nearest branch* during working hours.

Note: This step is IMPORTANT to prevent fraud and further protect Cardholders from becoming victims of fraudsters.