



FREQUENTLY ASKED QUESTIONS (FAQ) – BSN DEBIT CARD SELF-SERVICE KIOSK

1. What is the BSN Debit Card Self-Service Kiosk?

The BSN Debit Card Self-Service Kiosk is a self-service facility provided to make your transactions more convenient. Through this kiosk, you can quickly and comfortably renew or replace your BSN Visa Debit Card without having to queue for a long time at the branch counter.

2. Who can use the Kiosk?

This kiosk can be used by all Malaysian citizens who have a valid MyKad in good condition and that is linked to an active BSN account. If your account meets these criteria, you can conveniently use the kiosk at any time that suits you.

3. In what language is the Kiosk available?

To ensure a more comfortable experience for customers, this kiosk offers four language options: Bahasa Melayu, English, Chinese, and Tamil. You simply need to select the language that suits you best before starting your transaction.

4. Where is the Kiosk available?

The BSN Debit Card Self-Service Kiosk is available at selected branches to make your transactions more convenient. To help you plan more easily, we recommend referring to the list of branches provided to find the kiosk location nearest to you.

5. What are the operating hours of the Kiosk?

This kiosk operates daily according to ATM hours, from 7.00 a.m. to 11.45 p.m., to ensure you have easy and consistent access. With these extended operating hours, you can carry out your transactions at a time that best suits your needs and daily schedule.

6. Which debit card type is available at the Kiosk?

At the moment, this kiosk only provides the service for issuing BSN Visa Debit Card in order to ensure a high level of security and a consistent service experience for all customers.

7. What documents are required to use the Kiosk?

For identity verification purposes, you only need to bring your MyKad. This simple process is designed to make your transaction easier, while ensuring that the security of your account is always well protected.

8. What are the applicable fees & charges for card replacement or renewal?

Renewal of expired / nearly expired BSN Debit Cards (three months earlier than the card expiration date) will not incur a service charge. For card replacement, a fee of RM12 will be charged.

If your card is damaged due to a chip-related issue, we recommend that you visit the branch counter directly to ensure that the replacement can be carried out without any charge. If you choose to use the kiosk for this situation, a RM12 fee will be automatically imposed.

9. How will the replacement fee be charged?

If a replacement fee applies, the amount will be automatically deducted from your linked BSN savings or current account for your convenience. This means you do not need to make any separate payment.



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10. Is card activation required at the Kiosk?

Yes, card activation will be carried out directly at the kiosk to make the process more convenient for you. You only need to set your PIN number before completing the process.

For your convenience, you may retain your existing PIN or set a new PIN according to your preference. To protect the security of your account, please ensure that you do not share your PIN or any personal account information with anyone.

11. Will my new debit card have a different card number?

Yes, your new debit card will have a different card number. However, there's no need to worry, as it will still be linked to your existing BSN account, allowing you to continue accessing your account easily without any interruption.

12. Will the new debit card number be reflected in my online banking?

Yes, the update will be carried out automatically in myBSN, allowing you to continue enjoying the services without the need to re-register or take any additional action.

13. What happens to my overseas and online transaction settings?

Don't worry, all existing transaction settings will be automatically transferred to your new card. This means you can continue using it immediately without the need for reactivation.

14. What is the contactless payment limit for my new BSN Debit Card?

To ensure your security, contactless transaction limits are preset as follows:

- Adult Card: RM250 per transaction, with a maximum of RM2,500 per day.
- Teen/Junior Card: RM200 per transaction, with a maximum of RM500 per day.

If you wish to change these limits to suit your needs, you may do so easily at any BSN branch after receiving your new card.

15. Will my ATM withdrawal and purchase limits remain the same?

Yes. Your existing cash withdrawal and purchase limits will remain the same, unless you choose to adjust them after the card replacement.

16. What should I do if I have recurring payments linked to my previous debit card number?

To ensure uninterrupted service, we recommend that you update your new card details directly with the relevant service providers.

17. Is there any security advice after receiving my new card?

As a security measure, please ensure that you destroy your old debit card by cutting through the chip and magnetic stripe once your new card has been successfully activated.

18. Can I use the new debit card immediately after replacement?

Yes, once the card is activated and the PIN has been set, your BSN Visa Debit Card can be used immediately without any delay.

19. What should I do if I encounter any issues at the Kiosk?

If you encounter any technical issues or transaction-related problems at the kiosk, please visit the nearest BSN branch, and our staff will assist you accordingly.