

**FREQUENTLY ASKED QUESTIONS (FAQs)  
RENEWAL CARD FOR EXISTING AFFIN VISA SIGNATURE CARDMEMBERS**

**1. What is the notice about?**

The notice is about the issuance of AFFIN DUO+ credit card that will be issued for any renewal cards for existing AFFIN Visa Signature Cardmembers.

**2. When will this recarding exercise take effect?**

This recarding exercise will take effect from 1 December 2022 onwards. You will only be issued AFFIN DUO+ when your AFFIN Visa Signature is due for renewal.

**3. What is the benefit(s) of holding the AFFIN DUO+ Credit Card?**

<b>AFFIN DUO+</b>	
<b>AFFIN DUO+ Visa</b>	<b>AFFIN DUO+ Mastercard</b>
3 years annual fee waiver.	3 years annual fee waiver.
Annual fee for the subsequent year will be waived with minimum 12 times spend on retail transactions in a year.	Annual fee for the subsequent year will be waived with minimum 12 times spend on retail transactions in a year.
3% cash back* for contactless transaction of up to RM100 per month with the following conditions: - Up to RM100 for Cardmembers with previous balance of RM8,000 and above of your AFFIN DUO+ Visa credit card statement - Up to RM50 for Cardmembers with previous balance of below RM8,000 of your AFFIN DUO+ Visa credit card statement	3X AFFIN Rewards Points on the following transactions: <ul style="list-style-type: none"> <li>• Airlines</li> <li>• e-Commerce/Online</li> <li>• Duty free</li> <li>• Hotels</li> <li>• Overseas transactions</li> </ul>

**4. When will the notice take effect?**

The notice will take effect on 25 October 2022.

**5. How many credit cards will be issued to me when I get the renewal card?**

You will be issued two (2) credit cards that are jointly issued namely AFFIN DUO+, consisting of AFFIN DUO+ Visa and AFFIN DUO+ Mastercard for any AFFIN Visa Signature renewal cards.

**6. Will I receive the two (2) AFFIN DUO+ Credit Cards at the same time?**

No, the two (2) cards will be mailed to your registered address separately in which you will receive AFFIN DUO+ Visa first, and subsequently, you will receive your AFFIN DUO+ Mastercard.

**7. Will I be notified once the two (2) credit cards are mailed to me?**

Yes, you will be notified via SMS.

**8. Will I be able to track the delivery of the renewal cards once the Bank ship them to my registered address?**

Yes, you may check with our Contact Centre at 03-8230 2222 for the status of your delivery.

**9. I moved to another address. How do I notify the Bank, so the renewal cards arrive at the correct location?**

You may update your new address through our Contact Centre at 03-8230 2222 or visit the nearest AFFIN BANK branch.

**10. Will I be charged for the Sales Service Tax (SST) for the AFFIN DUO+ Mastercard?**

Yes, as per BAU you will be charged SST on a yearly basis once you activate the card.

**11. Why does the Bank issue AFFIN DUO+ for the AFFIN Visa Signature card renewal?**

AFFIN DUO+ credit card will be issued upon any renewal card made because the Bank no longer issues a standalone AFFIN Visa Signature card to new customers since the launch of AFFIN DUO+.

**12. I am an existing AFFIN Visa Signature cardmember and did not request a renewal card. Will I be affected by this notice?**

No, if your card is not due for renewal, you will continue to use your existing AFFIN Visa Signature card. You will only be issued AFFIN DUO+ when your AFFIN Visa Signature is due for renewal.

**13. Who should I contact for further information about this notice?**

For more information Cardmember(s) may contact the Bank at the following channels:

- Contact Centre at 03-8230 2222; or
- Online Feedback Form at [AffinAlways.com](https://www.affinbank.com.my/AffinAlways)