



Frequently Asked Questions (FAQs) for current ATM Mass Market card holders (your ATM Card conversion process)

1. What will happen to my current ATM Card?

Your current ATM card will be replaced with TAIB Debit Mastercard.

2. Where do I collect my Debit Card?

You will be notified via SMS on the collection details of your new Debit Card. If you have not received any SMS notification, please contact our Call Centre at +673 2220 299. In order for you to receive correspondence and notifications from us, you shall notify us as soon as possible if there is any change in your contact details.

3. Do I need to present any documents during Debit Card collection?

Please bring your original valid identity card for verification purpose.

4. Are there any charges that I need to pay for the conversion of ATM Card to Debit Card?

There will be no charges for converting your ATM card to Debit Card.

5. What should I do when I receive my Debit Card?

Upon receiving your Debit Card, it is advisable for you to activate it immediately. For activation, please refer below:

Step 1: Insert your Debit Card into Perbadanan TAIB's ATM/MFM

Step 2: Select Language

Step 3: Press 'Generate OTP' for card activation

Step 4: Input the OTP (One Time Password) number that was sent to your mobile phone into Perbadanan TAIB's ATM/MFM

Step 5: Validate your OTP

Step 6: Key in your PIN number

Step 7: Re-enter the PIN number for confirmation

Step 8: Activation complete.

If you are experiencing ATM/MFM timeout while waiting for OTP, please follow the steps below:

Step 1: Insert your Debit Card back into Perbadanan TAIB ATM/MFM

Step 2: Select Language

Step 3: Press 'Validate OTP'

Step 4: Input the OTP (One Time Password) number that was sent to your mobile phone into Perbadanan TAIB ATM/MFM

Step 5: Validate your OTP

Step 6: Key in your PIN number

Step 7: Re-enter the PIN number for confirmation

Step 8: Activation complete.

6. Will my ATM card still function upon receiving my Debit Card prior to activation?

Yes, you will still be able to use your ATM card upon receiving the Debit Card until further notice from Perbadanan TAIB. However, it is advisable that you activate your Debit Card as soon as possible to enjoy the benefits of cashless and contactless payments.

7. Will there be an expiration date for my Debit Card?

Yes, Perbadanan TAIB Debit Cards expires every five (5) years. You will be informed three (3) months via SMS in advance prior to the expiry date to collect your renewed Debit Card.

8. What are the similarities and differences between the ATM Card and the new Debit Card?

A Debit Card functions like an ATM Card with additional features where cashless and contactless payments can be made directly to participating merchants locally and internationally.

9. Can my Debit Card also be used to withdraw from non-Perbadanan TAIB ATM machines?

Yes, it can also be used to withdraw money from non-Perbadanan TAIB ATM machines that display the MasterCard logo. Withdrawal fee will apply, please refer to TAIB Schedule of Tariffs and Fees*.

10. What will happen to all my account(s) that are linked to my ATM Card?

Your initial primary account will be automatically selected as the main account for the Debit Card. Other linked accounts that are not primary can be used for services within Perbadanan TAIB ATM/CDM/MFM functions.

11. Can I request my family members to collect my Debit card on my behalf?

No, third party collection is not allowed.

12. What if I refuse to convert my existing Perbadanan TAIB ATM card to Debit card?

All existing and active Perbadanan TAIB's ATM Cards will be converted to Debit Cards automatically. Perbadanan TAIB will notify 3 months in advance as in when to phase out all existing ATM cards. Thus, to ensure you can access your funds, withdraw cash at ATMs, perform retail purchases at merchants and go online shopping, the new Perbadanan TAIB Debit Card can provide you with all these conveniences.

13. Do I need to return my ATM card to Perbadanan TAIB upon receiving the Debit Card?

No, you do not need to return your ATM card to Perbadanan TAIB upon receiving your new Debit Card.