

### Frequently Asked Questions:

<b>NO.</b>	<b>Question</b>	<b>Answer</b>
1	Why has AmBank increased the debit card Point of Sales (POS) transaction limit from RM3,000 to RM5,000?	The increase of Point of Sales (POS) transaction limit from RM3K to RM5K is to provide ample spending power for your everyday needs, allowing you to make significant purchases without exceeding the preset limit.
2	I just opened a Saving account with AmBank today, will my debit card Point of Sales (POS) transaction limit is updated to RM5,000?	Yes, starting 20 September 2024, your Debit Card will be in default setting of RM5,000.
3	I am an existing customer to the Bank, will my debit card Point Of Sales (POS) transaction limit be changed to RM5,000 on 20/9/2024?	Yes. If you have set your debit card Point of Sales (POS) default transaction limit to RM3,000. A new default transaction limit will be updated to RM5,000, with effective 20 <sup>th</sup> September 2024.
4	If I have changed my Debit Card Point of Sale (POS) limit to another amount, other than the default amount of RM3,000. Will it be changed to the RM5,000 amount on 20/9/2024?	No. If you have set your debit card Point of Sales (POS) transaction limit to other than the default limit, the limit will remain.
5	I do not agree for the bank to increase my debit card Point of Sale (POS) limit to RM5,000 please change it back to RM3,000?	Increase the default Point of Sale (POS) transaction limit is to give a better customer experience. If you wish to set to a lower limit, you may change it at our ATM , via AmBank Contact Centre or visit our branches.  Steps to change of Limit via ATM 1) Insert the debit card & enter the card PIN 2) Select Others 3) Select MyDebit & MasterCard Purchase Limit 4) Select the new limit
6	Where can I change my Debit Card Point of Sale (POS) transaction limit?	You may change your Debit Card POS limit at our any of AmBanks ATM or call our Contact Centre or you may can also visit any of our branches.  Steps to change of Limit via ATM Insert the debit card & enter the card PIN 1) Select Others 2) Select MyDebit & MasterCard Purchase Limit 3) Select the new limit