

## Cash Credit Redemption Programme

### Frequently Asked Questions (FAQs)

<b>Q1</b>	<b>What can I use the Cash Credit for?</b>
	The total amount of Cash Credit that you have redeemed will be automatically credited into your AmBank M-Card Account to offset your outstanding balance.
<b>Q2</b>	<b>Can I assign another person to redeem on my behalf?</b>
	For your own security, we only accept redemption request from the Primary BonusLink Member only.
<b>Q3</b>	<b>Can I transfer the Cash Credit to another person?</b>
	Yes, you may. At the point of filling up the redemption form, all you need to do is provide the AmBank M-Card number and name of the Cardholder you intend to transfer to.
<b>Q4</b>	<b>What if the Cash Credit amount credited is more than my outstanding balance? Can I request for a cash refund?</b>
	The amount credited will be withheld in a special account and will be automatically used to offset your future spending. There is no cash refund option offered.
<b>Q5</b>	<b>Is there a limit to the number of RM50 Cash Credit that I can redeem?</b>
	You may redeem as many RM50 Cash Credit as possible as long as you meet the redemption criteria and you have sufficient BonusLink Points.
<b>Q6</b>	<b>When the cash credit will be credited into my account?</b>
	The redemption request will take five (5) to seven (7) working days to be processed and credited into your card account.