

BANK MUAMALAT AWWAL BASIC CREDIT CARD-i
FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is Awwal Basic Credit Card-i ?

Awwal Basic Credit Card-i is a Shariah-compliant credit card offered by Bank Muamalat for affordable and accessible payment solution.

2. Am I eligible for the Awwal Basic Credit Card-i?

If you are a Malaysian and you're over 21 years of age, you can apply for the Awwal Basic Credit Card-i.

3. What is the minimum annual income required?

Minimum annual income required is RM 24,000.

4. How do I apply for the Awwal Basic Credit Card?

You may apply at <https://map.muamalat.com.my/>

5. What is the annual fee for the Awwal Basic Credit Card-i?

No annual fee.

6. What is the credit limit provided?

The credit limit is determined based on the Bank's credit assessment and approval criteria, subject to a maximum limit of RM20,000.

7. What is the retail profit rate for Awwal Basic Credit Card-i?

Awwal Basic Credit Card-i offers effective profit rate of 14% per annum (p.a.) on all eligible retail purchases.

8. Can existing Bank Muamalat cardholders apply to transfer their outstanding balance to Awwal Basic Credit Card-i?

Yes. Existing Bank Muamalat Credit Card-i cardholders are eligible to apply for a One-Off Balance Transfer from their existing Bank Muamalat Credit Card-i to the new Awwal Basic Credit Card-i, with 0% processing fee.

9. Can an existing Bank Muamalat cardholder apply to transfer their outstanding balance from other banks to their Awwal Card?

Yes. They are eligible to apply for the Balance Transfer plan, which offers a 0% profit rate for a 6-month tenure and a 2.5% profit rate for a 12-month tenure.

10. Can I increase my credit limit above RM20,000 in the future?

No. Under Bank Negara Malaysia's regulations, the credit limit for a Basic Credit Card-i is capped at RM20,000 and cannot be increased beyond this limit. If you require a higher credit limit in the future, you may apply for Muamalat Visa Platinum or Visa Infinite Credit Card-i.

11. Does Awwal Basic Credit Card-i offer reward points, cashback or airport lounge access?

No, Awwal Basic Credit Card-i does not provide any reward points, cashback, air miles or airport lounge access. Instead, customers benefit from the effective 14% p.a. profit rate and no annual fee.

12. Is Awwal Basic Credit Card-i accepted overseas?

Yes. The card is accepted at merchants worldwide.

13. I already have a debit card. Why should I apply for Awwal Basic Credit Card-i?

A debit card uses funds from your deposit account, while Awwal Basic Credit Card-i provides a credit facility with a payment grace period, allowing greater flexibility in managing short-term cash flow when used responsibly.

14. Can I apply for Awwal Basic Credit Card-i if I already have credit cards with Bank Muamalat?

Yes. You may apply and the credit limit will be based on sharing limit.

15. Do I need to cancel my existing Bank Muamalat credit card if I want to apply for the Awwal Basic Credit Card-i?

No, you do not need to cancel your existing Bank Muamalat credit card. You may continue to maintain your current credit card while applying for the Awwal Basic Credit Card-i, as both cards can share the same credit limit.

16. Can I use Awwal Basic Credit Card-i for Cash Instalment Plan (Instacash) and Instalment Payment Plans (IPP)?

Yes. Cash Instalment Plan is available for Awwal Basic Credit Card-i holder as well as eligible retail purchases may be converted into an Instalment Payment Plan (IPP), subject to the Bank's prevailing terms and conditions.

17. Will I be charged Service Tax (SST) for my Awwal Basic Credit Card-i?

Yes. A RM25 Service Tax is imposed and will be charged upon card activation. This tax is not imposed by the Bank and is subject to the prevailing Government regulations.

18. Am I covered under any Takaful protection?

Yes, the Bank provides you with complimentary Takaful coverage for your outstanding balance, up to RM20,000, for the year 2027, subject to the applicable terms and conditions.

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