

Lotus's Marketplace

Frequently Asked Questions (FAQ)

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1 Motor Insurance/Takaful

1.1 How do I purchase a motor insurance / takaful policy through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Insurance / Takaful", and click on the banner of "Motor Insurance / Takaful". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the product journey.

You will be presented with an input details page to generate an instant quote. Fill in details such as "Vehicle Number", "ID Type", "Identification Number", "Date of Birth", "Gender", "Marital Status", "Postcode" and "Email". Click on "Submit" button.

One or multiple quotations will be loaded. Customer would pick the desired quotation based on Service Provider and will be rerouted out to respective Service Provider's website with the quotation generated. Customer would complete the purchasing journey on the respective website.

1.2 I could not get an instant quote with my details, what should I do?

Kindly ensure that the details of the vehicle are matched with the owner's details especially between "Vehicle Number" and "Identification Number" and resubmit the correct details to the instant quote generator.

1.3 I have gotten my instant quote, however upon clicking, it does not redirect me to the Service Provider's website, what should I do?

Kindly return to the input details page and retry the quote generation process. If the issue persists, please refresh (exit and re-enter) your page.

1.4 I purchased an insurance policy via Lotus's. Who should I reach out to for insurance policy(s) / takaful certificate(s) related queries, claims, complaints or servicing issues?

If you require any additional advice or information, kindly contact the respective insurance company or takaful operator for all after sales care, including ongoing policy or certificate servicing.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.5 I would like to read the extensive details of the insurance policy (s) / takaful certificate (s) offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet for the respective insurance policy / takaful certificate from our service provider partners below.

For AIG Car Insurance Product Disclosure Sheet

AIG Car Insurance Product Disclosure Sheet [here](#)

For Allianz Car & Motor Insurance Product Disclosure Sheet

Allianz Car & Motor Product Disclosure Sheet [here](#)

For Takaful Malaysia's myClick Motor Product Disclosure Sheet

Takaful Malaysia myClick Motor Product Disclosure Sheet [here](#)

1.6 What is the coverage period for the Motor/Car insurance policies / takaful certificates offered via Lotus's?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.7 Do I complete the purchase of the insurance policy here via Lotus's?

No, after receiving the initial quotation via Lotus's, you will complete the purchase on the respective insurance company or takaful operator's website. Hence, all related queries regarding transaction should be directed to the respective insurance company or takaful operator.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.8 What is the difference between Agreed Value and Market Value?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.9 Is Service Tax applicable for the insurance / takaful products offered via Lotus's?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.10 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly with the relevant service providers below.

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For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

1.11 I am a non-Malaysian citizen and would like to purchase a motor insurance / takaful policy through Lotus's?

For motor insurance / takaful policy by our Service Provider, it is only applicable for Malaysians.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Allianz insurance company assistance

Call: 1-300-22-5542

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2 Motorcycle Insurance/Takaful

2.1 How do I purchase a motorcycle insurance / takaful policy through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Insurance / Takaful", and click on the banner of "Motorcycle Insurance / Takaful". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the product journey.

One or multiple products will be loaded. Customer would pick the desired products based on Service Provider and will be rerouted out to respective Service Provider's website.

Customer would complete the purchasing journey on the respective website.

2.2 After clicking on "Get a Free Quotation Now" button, no other action has happened or I am not rerouted out to the Service Provider's website, what should I do?

Kindly refresh your page and click on the "Get a Free Quotation Now" button again. If the issue persists, please come again later within one (1) hour.

2.3 I purchased an insurance policy via Lotus's. Who should I reach out to for insurance policy(s) / takaful certificate(s) related queries, claims, complaints or servicing issues?

If you require any additional advice or information, kindly contact the respective insurance company or takaful operator for all after sales care, including ongoing policy or certificate servicing.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2.4 I would like to read the extensive details of the insurance policy (s) / takaful certificate (s) offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet for the respective insurance policy / takaful certificate from our service provider partners below.

For Takaful Malaysia's myClick Motorcycle Product Disclosure Sheet

Takaful Malaysia myClick Motorcycle Product Disclosure Sheet [here](#)

2.5 What is the coverage period for the Motorcycle insurance policies / takaful certificates offered via Lotus's?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2.6 Do I complete the purchase of the insurance policy here via Lotus's?

No, all other add-ons and the final transaction shall be done on respective insurance company or takaful operator's website. Hence, all related queries regarding transaction should be directed the respective insurance company or takaful operator.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2.7 Is Service Tax applicable for the insurance / takaful products offered via Lotus's?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2.8 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly with the relevant service providers below.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

2.9 I am a non-Malaysian citizen and would like to purchase a motorcycle insurance / takaful policy through Lotus's?

For motorcycle insurance / takaful policy by our Service Provider, it is only applicable for Malaysians.

For further information, please contact our respective insurance company or takaful operator partners.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

3 Travel Insurance/Takaful

3.1 How do I purchase a travel insurance policy through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Insurance / Takaful", and click on the banner of "Travel Insurance / Takaful". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the product journey.

One or multiple products will be loaded. Customer would pick the desired products based on Service Provider and will be rerouted out to respective Service Provider's website. Customer would complete the purchasing journey on the respective website.

3.2 After clicking on "Get a Free Quotation Now" button, no other action has happened or I am not rerouted out to the Service Provider's website, what should I do?

Kindly refresh your page and click on the "Get a Free Quotation Now" button again. If the issue persists, please come again later within one (1) hour.

3.3 I purchased an insurance policy via Lotus's. Who should I reach out to for insurance policy(s) / takaful certificate(s) related queries, claims, complaints or servicing issues?

If you require any additional advice or information, kindly contact the respective insurance company or takaful operator for all after sales care, including ongoing policy or certificate servicing.

For AIG insurance company assistance

Call: 1800-88-8811

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

3.4 I would like to read the extensive details of the insurance policy (s) / takaful certificate (s) offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet for the respective insurance policy / takaful certificate from our service provider partners below.

For AIG Travel Insurance Product Disclosure Sheet

AIG Car Insurance Product Disclosure Sheet [here](#)

For Takaful Malaysia's myClick Travel PA Product Disclosure Sheet

Takaful Malaysia myClick Travel PA Product Disclosure Sheet [here](#)

3.5 Do I complete the purchase of the insurance policy here via Lotus's?

No, all other add-ons and the final transaction shall be done on respective insurance company or takaful operator's website. Hence, all related queries regarding transaction should be directed the respective insurance company or takaful operator.

For AIG insurance company assistance

Call: 1800-88-8811

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

3.6 What are the other fees applicable for the travel insurance / takaful products offered via Lotus's?

For product information, please refer to the service provider accordingly.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

3.7 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly with the relevant service providers below.

For AIG insurance company assistance

Call: 1800-88-8811

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

3.8 I am a non-Malaysian citizen and would like to purchase a travel insurance through Lotus's?

For travel insurance by our Service Provider, it is only applicable for Malaysians and Permanent Residents.

For further information, please contact our respective insurance company or takaful operator partners.

For AIG insurance company assistance

Call: 1800-88-8811

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

4 Life Insurance

4.1 How do I purchase a life insurance policy through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Insurance / Takaful", and click on the banner of "Life Insurance / Takaful". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the product journey. One or multiple products will be loaded. Customer would pick the desired products based on Service Provider and will be rerouted out to respective Service Provider's website. Customer would complete the purchasing journey on the respective website.

4.2 After clicking on "Get a Free Quotation Now" button, no other action has happened or I am not rerouted out to the Service Provider's website, what should I do?

Kindly refresh your page and click on the "Get a Free Quotation Now" button again. If the issue persists, please come again later within one (1) hour.

4.3 I purchased an insurance policy via Lotus's. Who should I reach out to for insurance policy(s) / takaful certificate(s) related queries, claims, complaints or servicing issues?

If you require any additional advice or information, kindly contact the respective insurance company or takaful operator for all after sales care, including ongoing policy or certificate servicing.

For MCIS insurance company assistance

Call: 03-7652 3388

4.4 I would like to read the extensive details of the insurance policy (s) / takaful certificate (s) offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet for the respective insurance policy / takaful certificate from our service provider partners below.

For MCIS MyLifestyle Protect Product Disclosure Sheet

MCIS MyLifestyle Protect Product Disclosure Sheet [here](#)

4.5 Do I complete the purchase of the insurance policy here via Lotus's?

No, all other add-ons and the final transaction shall be done on respective insurance company or takaful operator's website. Hence, all related queries regarding transaction should be directed the respective insurance company or takaful operator.

For MCIS insurance company assistance

Call: 03-7652 3388

4.6 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly with the relevant service providers below.

For MCIS insurance company assistance

Call: 03-7652 3388

4.7 I am a non-Malaysian citizen and would like to purchase a life insurance policy through Lotus's?

For life insurance by our Service Provider, it is only applicable for both Malaysians and non-Malaysians citizen.

For further information, please contact our respective insurance company or takaful operator partners.

For MCIS insurance company assistance

Call: 03-7652 3388

5 Personal Accident Insurance/Takaful

5.1 How do I purchase a personal accident insurance policy through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Insurance / Takaful", and click on the banner of "Personal Accident Insurance / Takaful". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the product journey.

One or multiple products will be loaded. Customer would pick the desired products based on Service Provider and will be rerouted out to respective Service Provider's website.

Customer would complete the purchasing journey on the respective website.

5.2 After clicking on "Get a Free Quotation Now" button, no other action has happened or I am not rerouted out to the Service Provider's website, what should I do?

Kindly refresh your page and click on the "Get a Free Quotation Now" button again. If the issue persists, please come again later within one (1) hour.

5.3 I purchased an insurance policy via Lotus's. Who should I reach out to for insurance policy(s) / takaful certificate(s) related queries, claims, complaints or servicing issues?

If you require any additional advice or information, kindly contact the respective insurance company or takaful operator for all after sales care, including ongoing policy or certificate servicing.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

5.4 I would like to read the extensive details of the insurance policy (s) / takaful certificate (s) offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet for the respective insurance policy / takaful certificate from our service provider partners below.

For Takaful Malaysia's myClick PA Product Disclosure Sheet

Takaful Malaysia's myClick PA Product Disclosure Sheet [here](#)

5.5 Do I complete the purchase of the insurance policy here via Lotus's?

No, all other add-ons and the final transaction shall be done on respective insurance company or takaful operator's website. Hence, all related queries regarding transaction should be directed the respective insurance company or takaful operator.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

5.6 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly with the relevant service providers below.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

5.7 I am a non-Malaysian citizen and would like to purchase a personal accident insurance through Lotus's?

For personal accident insurance by our Service Provider, it is only applicable for Malaysians.

For further information, please contact our respective insurance company or takaful operator partners.

For Takaful Malaysia operator assistance

Call: 1-300 88 252 385

6 Donation

6.1 How do I make a donation through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Make a Donation". Alternatively, you may find a specific campaign banner on the homepage that shall take you directly to the donation journey.

One or multiple charity campaigns will be loaded. Customer would pick the desired charity campaign and complete the transaction journey on the platform either through FPX or Credit/Debit cards.

For a monthly recurring donation, only Credit/Debit cards are accepted.

6.2 What are the fees to complete a donation?

Incitement uses Stripe to process payments and each donation is subjected to payment processing fee at »1.83%.

For example, if you make a minimum donation of RM10, you will be charged »RM10.18.

Furthermore, you can opt to cover Incitement's fees on behalf of the charity to ensure the charity receives a full 100% of your donation. When a donor ticks "I want 100% of my donation to go to the charity", Incitement's 5% service fee will be added to your donation amount and you will be charged a total of »6.83%.

For example, if you make a minimum donation of RM10, you will be charged »RM10.68

For more information, please refer to Incitement's website at www.theincitement.com

6.3 I cannot proceed with checkout using my credit / debit card, what should I do?

Kindly ensure that the details of your card are accurate. If you cannot check out with your credit / debit card, it may be due to transaction limits, card errors, unaccepted cards, or restrictions due to card misuse, please check with your card's respective service provider.

For more information, please refer to Incitement's website at www.theincitement.com

6.4 I cannot proceed with checkout using online banking (FPX) method, what should I do?

Kindly retry the checkout process as it may be due to the bank's connectivity issue or maintenance.

For more information, please refer to Incitement's website at www.theincitement.com

6.5 My card / account has been deducted but no order confirmation is shown, what should I do?

Please contact our partner Incitement at support@theincitement.com with relevant transaction details

6.6 I have completed my donation but have not received the confirmation email, what should I do?

Should you not receive the confirmation email within 15 minutes, please contact our partner Incitement at support@theincitement.com with relevant transaction details.

6.7 How do I request for a tax-exemption receipt for the donation I made on Lotus's?

Please contact our partner Incitement at <https://support.theincitement.com> for tax-exemption request.

6.8 How do I cancel a monthly donation?

If you have set a monthly donation to a charity, you can easily cancel this any time. Simply login to your account on www.theincitement.com, navigate to "Your donations" section in your profile and click the "Cancel" button for the monthly donation you'd like to cancel. After you confirm the cancellation, your monthly donation will immediately be cancelled and your card will no longer be charged.

6.9 Can I get a refund for my donation?

Once you have donated to a charity with our partner Incitement, you will not be able to get a refund through Incitement. We recommend to donate to charities verified by Incitement only. You can identify a verified charity by its verified badge.

In the rare occasion something goes wrong, our partner Incitement will work with you to determine whether misuse has occurred. If you believe this to be the case, please contact our partner Incitement at support@theincitement.com.

6.10 I am a non-Malaysian citizen and would like to make donation through Lotus's?

Our partner Incitement accepts Credit/Debit cards as one of their payment methods. You may donate to the charity by providing a valid Credit/Debit card.

For more information, please refer to Incitement's website at www.theincitement.com

7 Credit Card

7.1 How do I submit a credit card application through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Financing", and click on the banner of "Credit Cards".

You will be presented with an input details page for a bespoke selection of credit cards. Fill in details such as "Which card features interest you?", "Monthly Income", "Name", "Email" and "Phone Number". Click on "Search for Credit Cards" button or alternately click on "View All Credit Cards" button.

One or multiple credit cards will be loaded. Customer would pick the desired product based on Service Provider and will continue with Lead Generation submission form or be rerouted out to respective Service Provider's website to complete the customer submission process. Respective Service Provider's agent will be in contact with you soon.

For Alliance Bank assistance

Call: 03-5516 9988

For RHB Bank assistance

Call: 03-9206 8118

7.2 After I enter my preference and details into the bespoke selection page, no credit cards are shown, what should I do?

Kindly check and re-adjust your preference / filter and resubmit the page.

7.3 What is the minimum monthly salary to apply for a credit card through Lotus's?

The minimum monthly salary to submit a credit card application is RM2,000.

7.4 How do I check my credit card application status after submission?

Kindly contact the respective bank for your credit card application status enquiry.

For Alliance Bank assistance

Call: 03-5516 9988

For RHB Bank assistance

Call: 03-9206 8118

7.5 I would like to read the extensive details on the credit cards offered, where can I find the details?

You may refer to the respective Product Disclosure Sheet from our service provider partners below.

For RHB Credit Card Product Disclosure Sheet

RHB Credit Card Product Disclosure Sheet [here](#)

For Alliance Credit Card Product Disclosure Sheet

Alliance Credit Card Product Disclosure Sheet [here](#)

7.6 Where can I read the cardholder agreement for the credit cards offered via Lotus's

You may refer to the respective cardholder agreement from our service provider partners below.

For RHB Credit Card Cardholder Agreement

RHB Credit Card Cardholder Agreement [here](#)

For Alliance Credit Card Cardholder Agreement

Alliance Credit Card Cardholder Agreement [here](#)

7.7 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly to the service provider.

Kindly contact the respective bank for further information.

For Alliance Bank assistance

Call: 03-5516 9988

For RHB Bank assistance

Call: 03-9206 8118

7.8 I am a non-Malaysian citizen and would like to apply for credit card through Lotus's?

For credit card application by our Service Provider, it is only applicable for Malaysians.

For further information, please contact the respective bank.

For Alliance Bank assistance

Call: 03-5516 9988

For RHB Bank assistance

Call: 03-9206 8118

8 Personal Financing

8.1 How do I submit a personal financing application through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage section. Upon loading, click on the banner of "Financing", and click on the banner of "Personal Financing".

You will be presented with an input details page for a bespoke selection of personal financing. Fill in details such as "Employment Status", "Monthly Income", "Name", "Email" and "Phone Number". Click on "Search for Personal Financing" button or alternately click on "View All Personal Financing" button.

One or multiple personal financing products will be loaded. Customer could choose the desired product based on Service Provider and will continue with Lead Generation submission form or be rerouted out to respective Service Provider's website to complete the customer submission process. Respective Service Provider's agent will be in contact with you soon.

For al rajhi Bank assistance

Call: 03-2332 6000

For Alliance Bank assistance

Call: 03-5516 9988

8.2 After I enter my preference and details into the bespoke selection page, no personal loan/financing products are shown, what should I do?

Kindly check and re-adjust your preference / filter and resubmit the page.

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8.3 What is the minimum monthly salary to apply for a personal loan / financing through Lotus's?

The minimum monthly salary to submit a personal loan / financing application is RM2,000.

8.4 I have recently applied for personal financing, and it is still pending approval. May I know who do I contact for the application status?

Kindly contact the respective bank for your personal loan application status enquiry.

For al rajhi Bank assistance

Call: 03-2332 6000

For Alliance Bank assistance

Call: 03-5516 9988

8.5 I would like to read the extensive details on the personal financing product offered, where can I find the details?

You may refer to the Product Disclosure Sheet from our service provider partner below.

For al rajhi Bank Product Disclosure Sheet

al rajhi Bank personal financing-i Product Disclosure Sheet [here](#)

For Alliance Bank CashFirst Personal Loan Product Disclosure Sheet

Alliance Bank CashFirst Personal Loan Product Disclosure Sheet [here](#)

For Alliance Bank CashVantage Financing-i Product Disclosure Sheet

Alliance Bank CashVantage Financing-i Product Disclosure Sheet [here](#)

8.6 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly to the service provider.

Kindly contact the respective bank for further information.

For al rajhi Bank assistance

Call: 03-2332 6000

For Alliance Bank assistance

Call: 03-5516 9988

8.7 I am a non-Malaysian citizen and would like to apply for personal financing through Lotus's?

For personal financing application by our Service Provider, it is only applicable for Malaysians.

For further information, please contact the respective bank.

For al rajhi Bank assistance

Call: 03-2332 6000

For Alliance Bank assistance
Call: 03-5516 9988

9 Current Account / Savings Account

9.1 How do I submit a current account / savings account application through Lotus's?

Kindly load the Lotus's mobile application and look for "Explore More" or "Marketplace" icon on the homepage. Upon loading, click on the banner of "Wealth", and click on the banner of "Current Account / Savings Account".

You will be presented with an input details page as part of the application process. Fill in details such as "First Name", "Surname", "Email Address" and "Phone Number". Click on "Register now" button.

You are then presented with exclusive access to download the mobile application on respective mobile ecosystem and complete the opening of Rize Savings Account all through the mobile application without going into any physical branch.

Follow the step-by-step procedure provided on the Rize MY mobile application and by using the same Phone Number used in the input details page.

For Rize (powered by al rajhi Bank) assistance
Call: 1800 819 149

9.2 After clicking on the download now button, I am not being rerouted out to respective Mobile Application store, what should I do?

Kindly retry the process or alternately, you could manually search for "Rize MY" on respective Mobile Application store, and complete the download process.

Continue with the signing up process using the same phone number used in the input details page.

9.3 I have recently applied for current account / savings account, and it is still pending approval. May I know who do I contact for the application status?

Kindly contact the respective bank for your current account / savings account application status enquiry.

For Rize (powered by al rajhi Bank) assistance
Call: 1800 819 149

9.4 I would like to read the extensive details on the current account / savings account product offered, where can I find the details?

You may refer to a Product Disclosure Sheet from our service provider partner below.

For Rize (powered by al rajhi Bank) Product Disclosure Sheet

Rize (powered by al rajhi Bank) Current Account / Savings Account_Product Disclosure Sheet [here](#)

9.5 I have a complaint against the product offered, who should I lodge it to?

You may lodge your complaint directly to the service provider.

Kindly contact the respective bank for further information.

For Rize (powered by al rajhi Bank) assistance

Call: 1800 819 149

9.6 I am a non-Malaysian citizen and would like to apply for a current account / savings account Lotus's?

For current account / savings account application by our Service Provider, it is only applicable for Malaysians.

For further information, please contact the respective bank.

For Rize (powered by al rajhi Bank) assistance

Call: 1800 819 149