

## UCSI 1 CARD'S FAQ SHEET

Last update: 10/10/2016



### GENERAL

#### WHO IS UCSI 1 CARD?

UCSI 1 Card Sdn Bhd is set up to manage the introduction of the all new UCSI 1 card and to introduce further new facility to the UCSI's community.

#### WHAT IS UCSI 1 CARD?

UCSI 1 Card is a multi-functioned card, It functioned as a student or staff card that is also doubled up as a Debit card in collaboration with Hong Leong Islamic Bank and powered by Hong Leong Connect. In the near future, UCSI's loyalty program will be introduced to add value to its UCSI's community.

#### WHEN AND HOW ONE CAN RECEIVE THE UCSI 1 CARD?

One can receive the UCSI 1 Card once he or she is engaged as an employee or enrolled as a student under any company or educational institution within UCSI Group Holdings respectively.

#### WHY MUST I APPLY FOR THE UCSI 1 CARD?

UCSI Group's vision is to provide a cashless campus environment to enable its students and staff the convenience to move about, transacting and enjoying the facilities in the environment without the hassle of having no wallet/purse or cash with them.

#### WHAT BENEFITS WOULD I GET FROM THE UCSI 1 CARD?

The new UCSI 1 Card powered by the Hong Leong Connect serves to provide convenience and speedy services with easy access to cashless facilities in the environment. The Payment Express (PEX) function where you can send funds to anyone; perform card-less ATM withdrawals and enjoy prepaid reload services are some of the features. You can also make payments through your smartphone thus you do not need to carry cash. Like the old card, the new card also provide door access in the various facilities and it covers more extensive areas as the University expand and upgrading work is being carried out in the various Campuses.

For staff, like the old card, this card is served as your attendance's record. In the pipeline, UCSI 1 Card will soon be equipped with UCSI's Loyalty system to benefit staff and students. With every dollar spent it would be converted to points. Accumulated over time to provide redemption opportunity where points can be redeemed for goods or services.

It is only seconds away to purchase what you want with convenience in the UCSI's Campus environment with speed and easy access. UCSI 1 Card will also be equipped with UCSI's Loyalty system to benefit staff and students in the near future. You will earn points from every dollar you spent when using the UCSI 1 Card. Points accumulated over time to provide redemption opportunity where points can be redeemed for goods or services.

## HOW CAN I APPLY OR ACQUIRE THE NEW STUDENT OR STAFF CARD (UCSI 1 CARD) OR THE HONG LEONG'S DEBIT CARD?

As an existing staff or student, you have to give consent to the University to forward your data to HLIB to open your account by virtual clicking onto the link before entering into the IIS. This pop up will appear before you can enter into the IIS i.e. as shown below:



The screenshot shows the UCSI iis Staff Portal interface. At the top, there is a navigation bar with links for Home, Profile, Activities, Calendar, Webmail, and LMS. The user's name, Wong Yin Fa, Wendy, is displayed in the top right corner. Below the navigation bar, there is a section titled "Acknowledgement" with a "Main Menu" link. The main content area contains the following text:

UCSI University will be upgrading the current student & staff ID card in the coming month, this new ID card is also a student ID and Debit card in partnership with Hong Leong **BANK**.

Since this is a multi-function card which include the banking facilities, we need your consent to pass certain personal details which include your name, NRIC/Passport, correspondence address, gender, date of birth and contact information to Hong Leong Bank to activate and open an account for you.

Please tick the box below as an indication of your approval. Please note that by providing the said basic information you consent for the said basic information and details to be used by Hong Leong Bank for the said purpose, there shall be no charge incurred for the issuance of this multi-function card.

I agree for my information to be used by Hong Leong Bank solely for the purpose of **OPENING AN ACCOUNT**.

At the bottom of the form, there are two buttons: "Submit" and "Skip". The footer of the page includes "POSSE | Release 1.3.1 | Screen ID: 866951" and "iis@ucskuniversity.edu.my | Copyright | Privacy Policy | Security Policy".

Once you have given your consent, the University will forward your data to HLIB to enable them to initiate the opening of your account. However, the process of opening of account can only be completed upon the finishing the following steps with the HLIB.

1. Performing of biometrics and verification of Identity card
2. Submission of existing staff or student card and collecting the new card
3. Complete and signing on the new account application form presented by the bank.
4. Register for Hong Leong Connect facility

The above 4 steps will be completed when the HLIB's team conduct a Roadshow at your Campus.

## WHAT MUST I DO TO RENEW THE UCSI 1 CARD? IS THERE AN EXPIRY DATE TO THE CARD?

The validity of the HLIB's debit card is 5 years. However, the expiry for UCSI's ID card follow the completion of study at UCSI or the staff's resignation from UCSI respectively. An annual fee of RM8.00 will be charged by HLIB for HLIB's Debit facility after the 1<sup>st</sup> year.

Upon the completion of study at the UCSI, the student card **MUST BE SURRENDED** to the Registrar Office.

Upon staff's resignation, the staff card **MUST BE RETURNED** to the Group Human Resource Office before leaving your employment services with UCSI.

**WHO CAN I CONTACT IF I HAVE QUERY?**

You may call at the UCSI's help line at: 603 – 9101 8880 Ext 5087 or present yourselves at the:

UCSI 1 Card Centre  
1<sup>st</sup> Floor Block A,  
South Wing, KL Campus  
UCSI University,  
Kuala Lumpur.

**DO I HAVE TO MAINTAIN A MINIMUM BALANCE IN THE ACCOUNT?**

At any time, a minimum of RM10.00 must still be available in the account.

**CAN I CHECK MY BALANCE IN MY ACCOUNT?**

Yes, via online, ATM or Hong Leong Connect/mobile app. In order to check the balance on your mobile, you need to download the Hong Leong Connect Mobile App.

**HOW OFTEN MUST I BANK IN MONEY INTO MY ACCOUNT?**

Money can be debited into account any time. Please refer to Q9 above.

**HOW MUCH IS THE APPLICATION FEE FOR UCSI 1 CARD?**

There is no application fee required.

**HOW MUCH MUST I PAY FOR REPLACEMENT FEE?**

The fee for replacement card is RM25.00.

**HOW LONG WILL IT TAKE TO OPEN AN ACCOUNT WITH HLIB?**

To open an account, HLIB will require 3 – 5 days.

**WHAT HAPPEN IF I LOST MY STUDENT OR STAFF CARD (UCSI 1 CARD OR THE HONG LEONG ISLAMIC BANK'S DEBIT CARD)?**

In the event you lost your student or staff card, please call HLB call centre at:

TEL: 603 – 7626 8899. You must be able to provide information for verification.

**WHAT FURTHER STEPS MUST I DO WHEN I FOUND OUT THAT I HAVE LOST MY CARD?**

Please follow the Standard Operating Procedure (SOP) for the card lost. The student and staff's SOPs are slightly different.

### **WHAT ARE EVENTS THAT HAPPEN WHICH I CAN CONSIDER AS LOSS OF THE UCSI 1 CARD?**

List of events that can lead to the loss of card. Student or staff concerned will have to apply for card replacement with the University.

1. Robbed
2. Stolen
3. Dropped
4. Misplaced and cannot be found
5. Card swallowed by the ATM machine

### **WHAT IS THE STANDARD OPERATING PROCEDURE (SOP) FOR REPLACING UCSI 1 CARD?**

SOP for student -

- Student inform HLIB's Call Centre on the loss of card
- Call Centre's personnel to suspend the account
- Report the loss of card to the Registrar Office (RO)
- Complete a form to apply for card replacement at the RO
- Make payment for card replacement at the Finance Office (FO)
- Submit receipt of payment to RO to verify payment has been made.
- RO to issue the new replacement card

▪ SOP for Staff -

- Staff inform HLIB's Call Centre on the loss of card
- Call Centre's personnel to suspend the account.
- Report the loss of card to the Group Human Resource Office (GHRO)
- Complete a form to apply for card replacement at GHRO
- Make payment for card replacement at the Finance Office (FO)
- Submit receipt of payment to GHRO to verify payment has been made.
- GHRO to issue the new replacement card.

**More detailed information or FAQs on UCSI's cashless campus transformation initiatives, please follow the link attached:**

<http://www.ucsiuniversity.edu.my/ucsi1card/>