



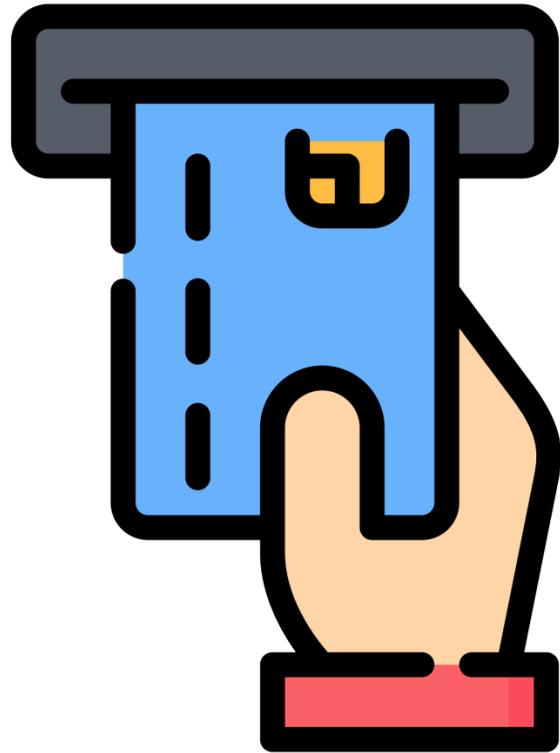
ATM Withdrawal



Step 1

Locate an ATM
Find any nearby ATM machine

Step 2



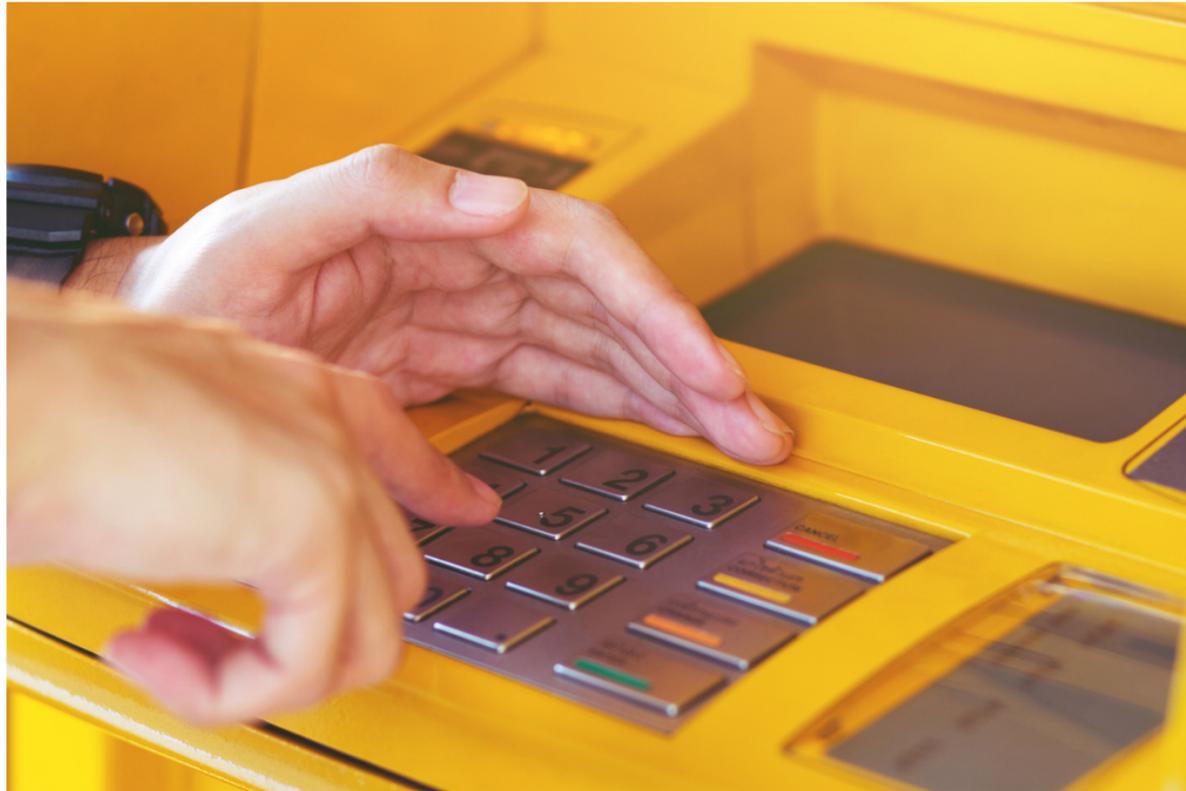
Insert Your Card

Insert your card into the card slot

Step 3

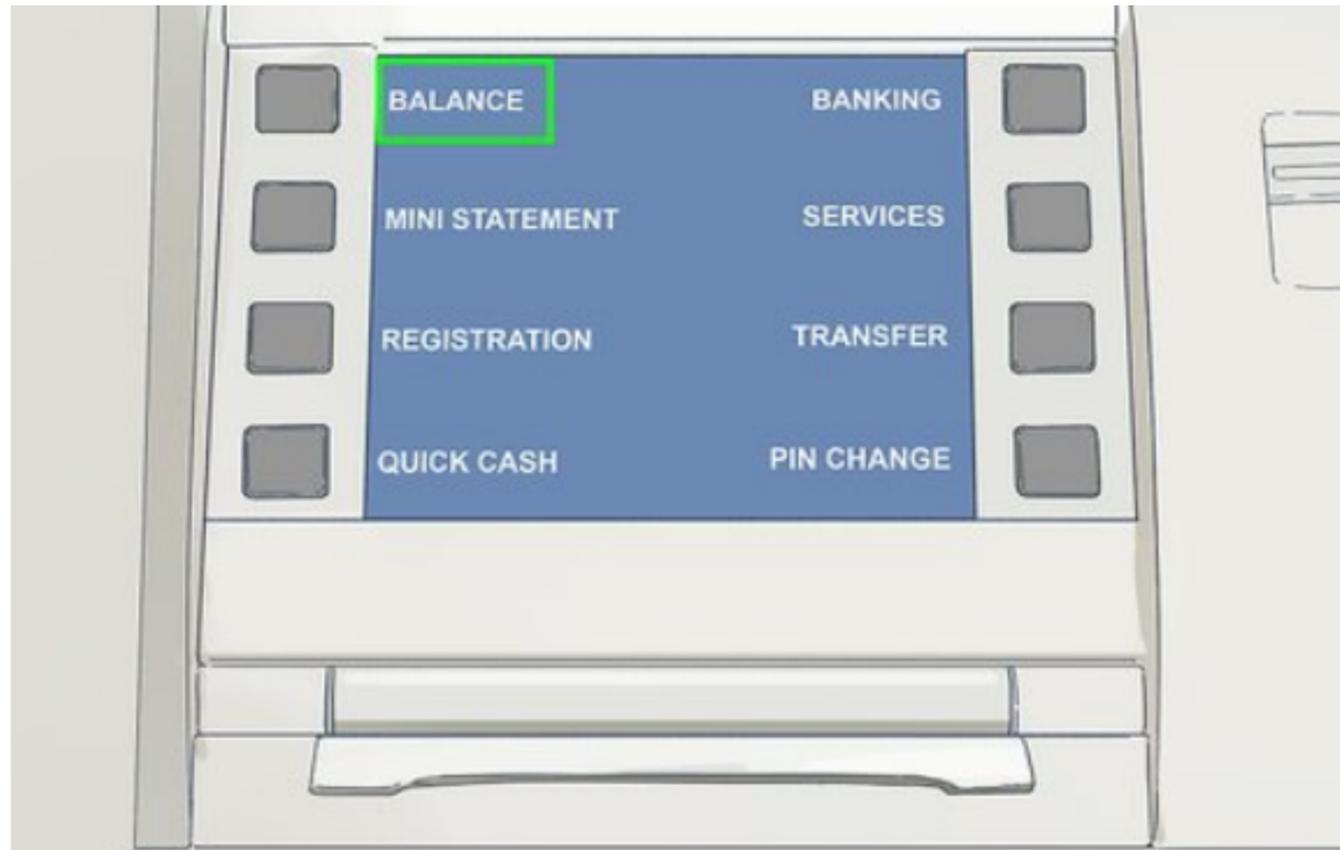
Enter PIN

Key in your card PIN number



Tip: If your transaction is declined and the card is removed from the machine, reset your card PIN in the app, and try again

Step 4



Choose Transaction

Select 'Balance Enquiry' on the screen

Step 5



Select Account Type

Choose 'Credit Card' as your account type

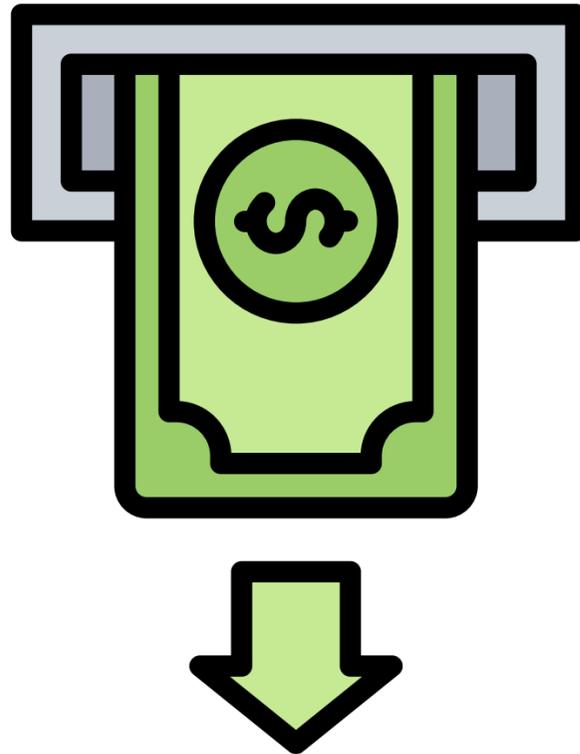
Step 6



Check Balance

Confirm if your account balance is displayed

Step 7



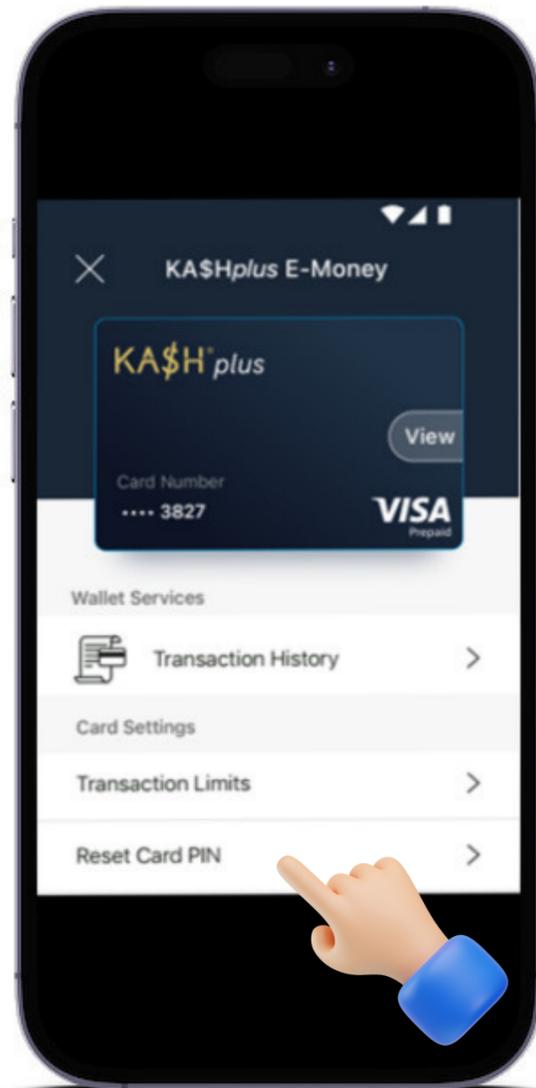
Withdraw Cash

If the balance is visible,
proceed to withdraw your money

**Limit RM 1,500 per withdrawal transaction*

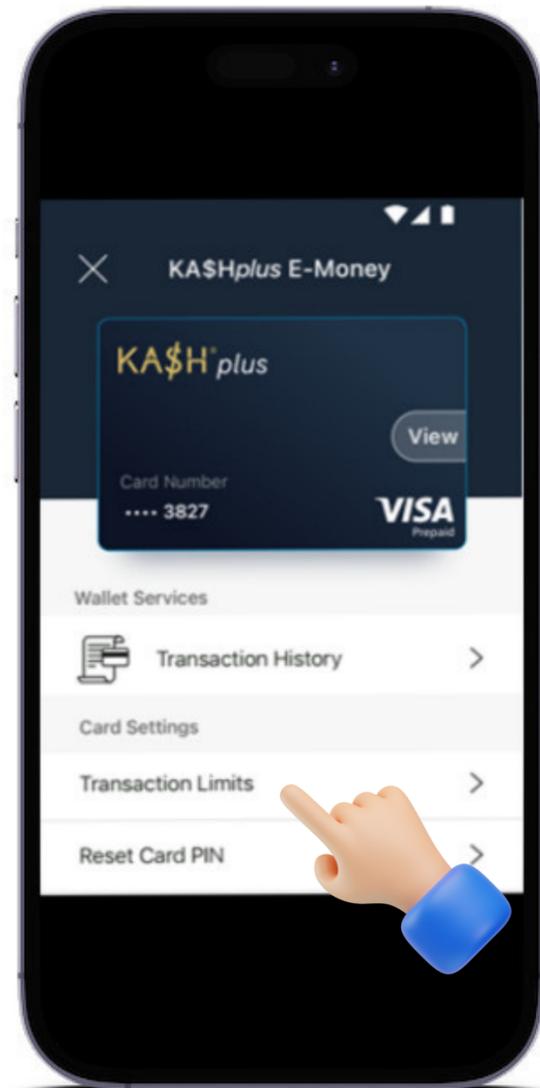
FAQ's

How to reset card PIN number?



1. On the main page of the app, tap on your Visa card.
2. Your Visa card will be displayed. Select 'Reset Card PIN'.
3. Enter your User PIN. The OTP code will be sent via SMS.
4. Create a new card PIN. And confirm the new card PIN.
5. You have successfully reset your card PIN!

How to change transaction limit



1. On the main page of the app, tap on your Visa card.
2. Your Visa card will be displayed. Select 'Transaction Limits'.
3. Enter your User PIN.
4. Set your new limit. And confirm the new limit.
5. You have successfully change your transaction limit!

What if card is stuck in the ATM machine?

If your card is stuck in an ATM machine:

1. Immediately set your card transaction limit in the app to the minimum (for example RM 1.00).
2. Notify KASHplus Customer Service to report the incident / card suspension.
3. Identify the location of the ATM, the date and time of the incident. Contact the bank / customer service of the bank if they can return the card back.

For enquiry/assistance:

Email: pluscare@kash.my

<https://kashplusmalaysia.wasap.my>

<https://wa.me/60192602181>