



Interbank GIRO (IBG)

Now, with just a click of a button, you can easily manage your internet banking with our conveniently flexible, hassle free, online Interbank GIRO (IBG) services. Anytime, anywhere.

Our alrajhi@24seven Interbank GIRO (IBG) services offer two (2) types of transactions:

- **Incoming Transactions:** Al Rajhi Bank accepts all transactions (be it from Islamic or Non-Islamic Banks).
- **Outgoing Transactions:** Al Rajhi Bank accepts only Islamic Transactions based on Shariah Ruling No.81; please ensure that you have read and understood the T&C acknowledgement and instruction screen before commencing with your online IBG transaction.

Banking Channels to Perform IBG:

- Personal internet / mobile banking 
- Corporate internet banking 
- Over-the-counter (OTC)

Benefits of IBG:

- **Fast**
 - Payment before 6:00pm* will be credited on the same business day*.
- **Low costs**
 - Low IBG fee of RM0.10** per transaction.
- **Safe**
 - Transaction are performed via secure banks channel.
- **Accessible**
 - Payment can be made to and from more than 40 participating banks***.
- **Convenient**
 - Pay anyone, anywhere, anytime.
- **Paperless**
 - No cheques required.

Note:

* Please refer to “Transactional Hours” below for details.

** For transaction initiated from digital channel excludes Sales and Service Tax. Free for senior citizens and disabled persons if initiated over-the-counter at branches.

*** For list of participating banks, please refer to “Participating Banks” link below for details.

How to Perform IBG via Personal Internet / Mobile Banking Channel:

- Step 1: Login to your personal internet / mobile banking services (alrajhi@24seven).
- Step 2: Look for 'Funds Transfers', then select Interbank GIRO from the list of Funds Transfers services available.
- Step 3 Key in the correct transfer details before submitting. Pay special attention on the following details:
- Beneficiary name;
 - Your beneficiary account numbers;
 - Selection type of transfer / payment;
 - Beneficiary bank.
- Step 4: Print your online receipt or copy the transaction reference number for your records.

How to Perform IBG via Over-the-Counter (OTC):

- Step 1: Go to any Al Rajhi Bank branch counter, request a “Remittance Application Form”.
1. Complete details as follows:
 - At “Application for”: Tick (✓) IBG as selection of transfer / payment services;
 - Transfer details (ensure correct recipient account number);
 - Applicant details (ensure you complete your latest mobile number at the telephone filed);
 - Beneficiary details;
 - Foreign Exchange Administration Rules on purpose of payment and description;
 2. Read the ‘Walk-in’ terms.
 3. Declaration and Signature

- Step 2: • Handover the complete and duly sign “Remittance Application Form”, IBG transfer/payment amount and Bank Charges on IBG services to the Branch Officer.
- Step 3: • Upon completion of the transfer transaction a receipt will be issued to you. Please ensure that the IBG transfer/payment details is in order before leaving the bank’s counter.
- Step 4: • Contact your recipient to confirm that the funds have been transferred successfully to his/her banking account.

Note:

- *In the event of rejection, the Bank will notify you via your mobile number.*
- *Unsuccessful accounts transfer will be credited to the Originator / Sender's banking account.*
- *Please take note that some banks do not accept the last payment for instalment or advanced payment for vehicle Auto-Financing via IBG. You are advised to liaise directly with the respective bank to enquire on this matter.*

Handling Charges via Internet / Mobile Banking:

CHANNEL: INTERNET BANKING / MOBILE BANKING		
CUSTOMER	TYPES OF ACCOUNT	BANK CHARGES/ FEES*
Individual and Sole Proprietors	Basic Account (Ward)	RM0.10 per transaction
Individual and Sole Proprietors	Non-Basic Account (Mudharabah)	RM0.10 per transaction

Note:

1. * For Basic Banking and Non-Basic Banking holders, the fees charged will be reset on the 1st of every month.
2. For OTC and other channel, please refer to the following link for further details on Bank Charges:
<https://www.alrajhibank.com.my/page/personal/services/e-payment-services>

IBG Transactional Hours and Refund Time:

- The transactional hours and refund time for IBG made at personal internet / mobile banking (alrajhi@24seven) and OTC is as follows:

Payment Initiated by Customers Personal Internet / Mobile Banking / OTC		'Funds Received by Beneficiaries		² Refund for Unsuccessful Transactions
Business Days (Monday – Friday)	Before 6:00 am	Same Business Day	By 11:00 am	By 11:00 am
	6:01 am to 9:00 am		By 2:00 pm	By 2:00 pm
	9:01 am to 12:00 pm		By 5:00 pm	By 5:00 pm
	12:01 am to 3:00 pm		By 8:20 pm	By 8:20pm
	3:01 pm to 6:00 pm		By 11:00 pm	By 11:00pm
	After 6:00 pm	Next Business Day	By 11:00 am	Next Business Day By 11:00am
Non-Business Days (Saturday, Sunday and Federal Territory Public Holidays)		Next business day	By 11:00 am	By 11:00am

Note:

- Under normal circumstances.
 - The expected Disclosure Information for Refund Timing effective 1 March 2015.
- Applicable for all IBG payments and funds transfers to current accounts and savings accounts.
 - Kindly check the 'type of accounts' accepted by PayNet IBG participating banks. Please ensure that you enter the correct account number and should you have any doubt, please confirm with the Beneficiary Bank.
 - The expected 'Disclosure Information for Refund Timing' is effective on 1 March 2015.
 - The Bank will notify you of any rejected funds transfer via "failed transaction". Kindly check your personal internet / mobile banking, alrajhi@24seven transaction history as per refund timing schedule above.

Participating Banks:

- For details of Paynet IBG participating banks, please logon to: <https://paynet.my/interbank-GIRO/banks-tpa.html>

Frequently Asked Questions (FAQs):

- For details of FAQs, please logon to Paynet's website: <https://paynet.my/interbank-GIRO/faq.html>