

DUITNOW TRANSFER FREQUENTLY ASKED QUESTIONS (FAQ)

1. What is **DuitNow Transfer**?

DuitNow Transfer is a real time payment platform that allows users to perform transactions instantly to recipients using their DuitNow ID such as their mobile number or NRIC or Business Registration Number (for Corporate or Business Users).

2. What is a **DuitNow ID**?

DuitNow ID is the user's identification that can be registered using mobile number, NRIC, Police / Military ID, Passport number and Business Registration Number, each ID will be linked to your chosen account.

3. What company or business can register for **DuitNow ID**?

Any Malaysian registered company, which has a valid Business Registration Number (BRN) holding an account with any of the participating banks will be able to register their BRN to their bank account number.

4. Can I use multiple **DuitNow** IDs with different banks for my company?

Yes. However, once a DuitNow ID is registered to a specific bank, the same DuitNow ID cannot be used for other banks; one DuitNow ID belongs to only one bank.

5. Can I register one DuitNow ID with two different banks?

No, each DuitNow ID is unique, hence can only be registered to one account, regardless of whether the accounts are from the same bank or different banks.

6. Which accounts are acceptable for **DuitNow Transfer**?

For company, the only acceptable account for DuitNow registration is Current Account. You may choose your preferred account to be linked with your registered DuitNow ID.

7. Will there be any charge for my company when performing DuitNow Transfer transaction?

Yes, there will be a separate charge for payments through DuitNow Transfer in our alrajhicablebiz@24seven. The fees are as follows:-

<i>alrajhicablebiz@24seven channel</i> <i>Internet Banking (Business)</i>	<i>Fees*</i>
<i>a) For transaction amount RM5,000 and below</i>	<i>No charge</i>
<i>b) For transaction amount above RM5,000</i>	<i>RM0.50 per transaction</i>

8. What is the limit for DuitNow Transfer in alrajhicablebiz@24seven?

The DuitNow Transfer limit are as follows:-

Transaction Type	Minimum Limit*	Maximum Limit*	Daily Limit
DuitNow Transfer via pay-to-proxy & DuitNow Transfer via pay to account	RM0.01	RM10 mil per transaction	Unlimited

Business customer has the option to lower the limit for DuitNow Transfer in alrajhicablebiz@24seven, by writing to cmsops@alrajhibank.com.my.

9. What are the benefits of using **DuitNow Transfer**?

- a) Fast – make and receive payment instantly
- b) Safe - Secure mode for fund transfer
- c) Hassle Free - No more worrying about account numbers
- d) Verification of recipient account - The name of account holder will be displayed upon entering the recipient's DuitNow ID number

10. When will my company be able to use **DuitNow Transfer**?

Once you have successfully registered your company's DuitNow ID in alrajhicablebiz@24seven.

11. How can I register for **DuitNow ID**?

Registration for DuitNow ID can be performed via alrajhicablebiz@24seven. Once you logon to alrajhicablebiz@24seven, please go to the “Payments” module and click on “Data Maintenance”. Choose “DuitNow ID Registration” to submit the request for approval. The request has to be approved by your designated Authoriser in order to complete the registration process.

12. Can I deregister if I no longer want to use the **DuitNow ID** service?

Yes. You can deregister at the DuitNow (NAD) maintenance page, where there are 2 available options – **suspend** (suspend your ID for a period of time, but you are able to reactivate it later) or **deregister** (your ID becomes deactivated and you will have to register again)

13. If I switch Bank, when can I use the **DuitNow ID** service again? You will only be able to use the service (receive payments) after 24 hours of deregistering with the previous bank and registering with the new bank.

13. How does my company make **DuitNow** transfer?

Your company can logon to alrajhicablebiz@24seven (Online Banking Services for Business) to make a DuitNow transfer. Please choose “Payment” module and click on “Initiate” button and choose DuitNow Transfer and key in the DuitNow ID of the party that you wish to pay to or select your registered or favourite DuitNow ID which your company has already registered in alrajhicablebiz@24seven.

For further enquiries regarding DuitNow Transfer, kindly contact customersupport@alrajhibank.com.my