FPX Frequent Asked Questions (FAQ)

1. **What are the operating hours for FPX?**

    FPX is available 24 hours daily. However, is subject to the availability of BOCnet (Personal Internet Banking).

2. **Are there any fees when using FPX?**

    Yes, all charges will depend on your merchant's online payment terms and conditions. You may be charged a flat rate or a percentage of your total transaction amount. The fee will be displayed to you before you submit your transaction.

3. **What is the minimum and maximum transaction limit for FPX?**

    For retail banking the minimum limit per transaction is RM1.00 and maximum amount per transaction is RM30, 000. This is subject to your BOCnet (Personal Internet Banking) limit, whichever is lower.

4. **I have received an error/unsuccessful message. However, the money has been deducted from my bank account. What should I do?**

    In the event that your account has been deducted but the transaction was unsuccessful for some reasons, your money will be credited back into your account. You may contact our Call Center at 603-20595566 or email to callcenter@bankofchina.com.my for the reversal status by providing the FPX Transaction ID or Merchant Order Number as a reference. You may also provide the screen shot of your payment that display the FPX Transaction ID or Merchant Order Number.

5. **Merchant claims it has not received my payment although the FPX transaction status is successful. What should I do?**

    FPX transaction status is final and the merchant is obligated to deliver the foods/services or to update your payment in a timely manner. You should contact the merchant for the delivery of your goods/services purchased. You can provide the necessary details such as the online receipt issued by FPX/merchant or the email notification received from FPX that contain the following details:
    i.   FPX Transaction ID
    ii.   Merchant Order No.
    iii.   Payment amount;
    iv.   Date and time of the payment

6. **Can I cancel a successful FPX transaction?**

    No, it is not possible to cancel a successful FPX transaction via BOCnet. However, you may request merchant for such cancelation, subject to the merchant's policy.

7. **Where can I view my FPX transactions?**

    You may check your account balance and transaction history.

8. **My BOCnet login access has been locked and I can't make a purchase. What should I do?**

    In the event your login access has been locked due to too many failed login attempts. You may contact Call Center at 603-20595566.

9. **Which are the desktop browser that support FPX function?**

    - Internet Explorer 8, 9, 10, 11.
    - Google Chrome42+
    - Apple Safari 6, 7, 10, 11, 12
    - Firefox 4.0.1+

    Note: Do not support Microsoft Edge

10. **Should I disable my internet browser pop-up blocker?**

    Yes, please disable your pop-up blocker or any other browser functions which might prevent a pop-up.