

DuitNow AutoDebit FAQ

1. What is DuitNow AutoDebit?

A service that allows you as the Payer to schedule or authorize Merchants to earmark and/or collect funds either recurring and/or ad-hoc payments with a pre-established consent in place.

2. What is the type of account that can be used to pay to Merchant?

The accounts available for payment are Savings Accounts, Current Accounts, and e-Pocket account.

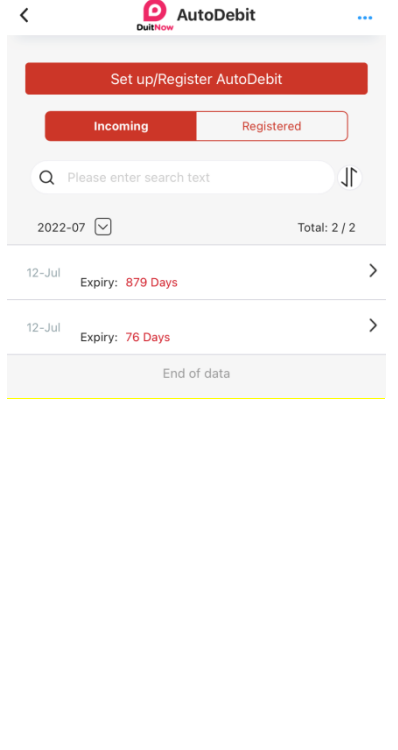
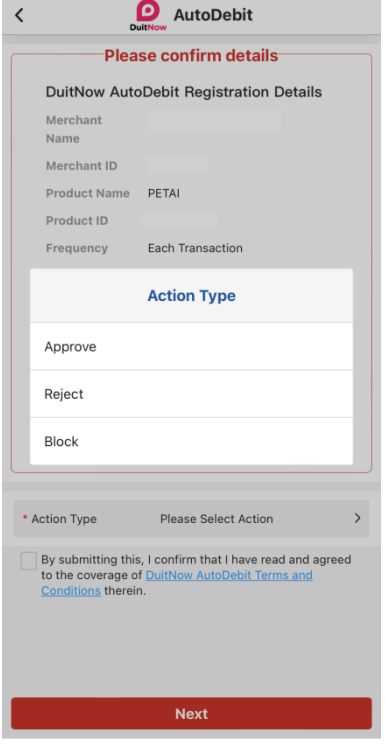
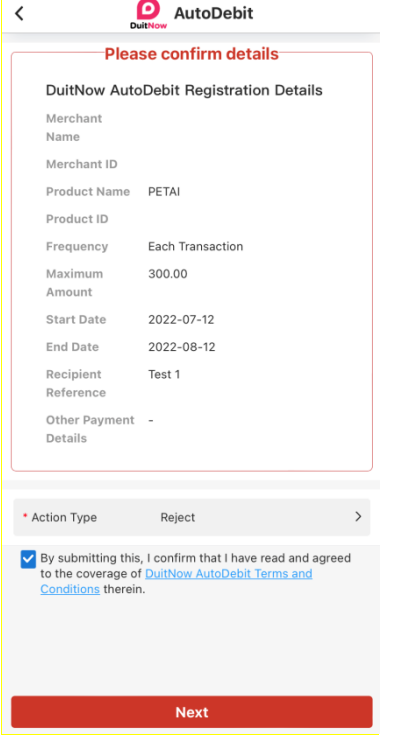
3. Do I need to register for DuitNow AutoDebit?

No, all you need to have is access to BOCnet Internet Banking and/or Mobile Banking app to start using DuitNow AutoDebit.

4. Are there any fee and charges for using DuitNow AutoDebit service?

No, there are no fee and charges from the Bank.

5. Can I reject DuitNow AutoDebit request?

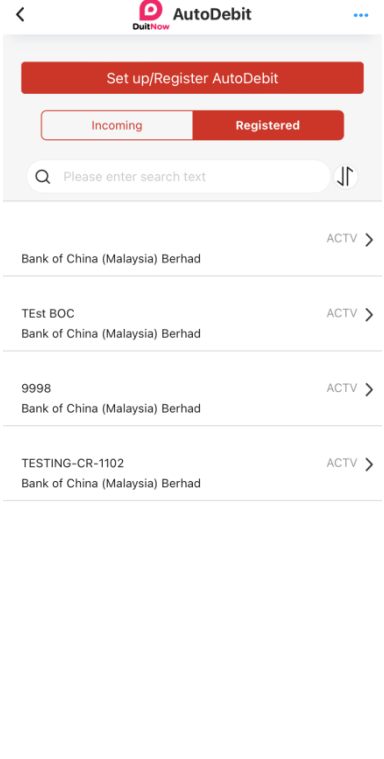
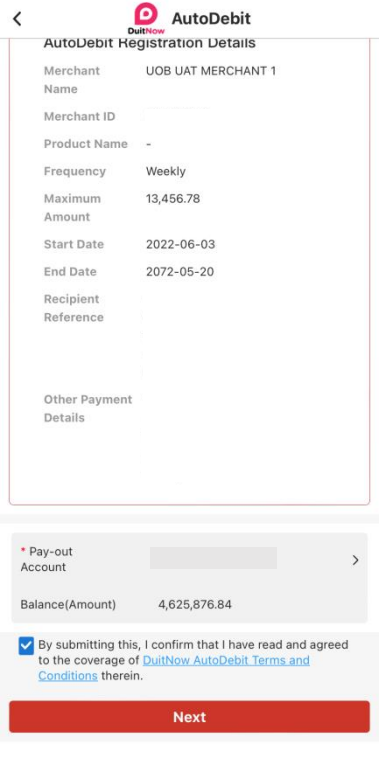
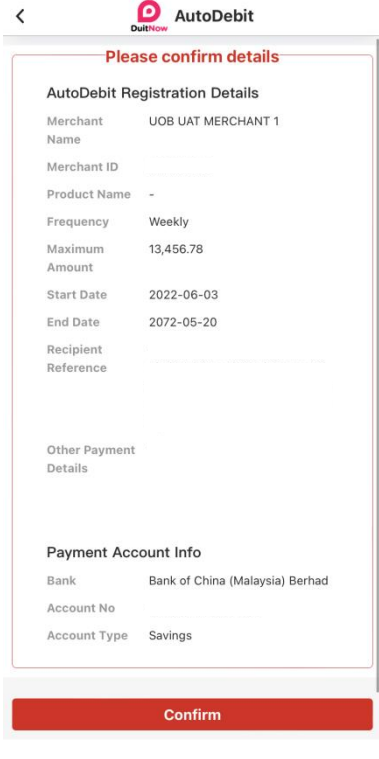
Step 1: Select the Request you wish to reject	Step 2: Select "Reject"	Step 3: Confirm the action
		

6. Can I block/unblock DuitNow AutoDebit request?

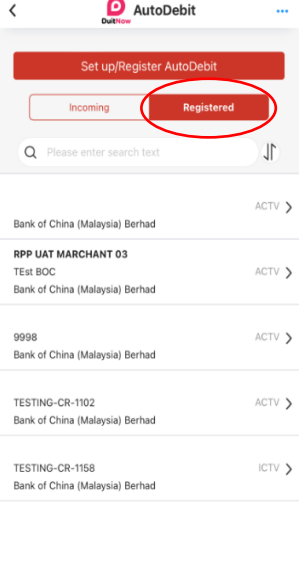
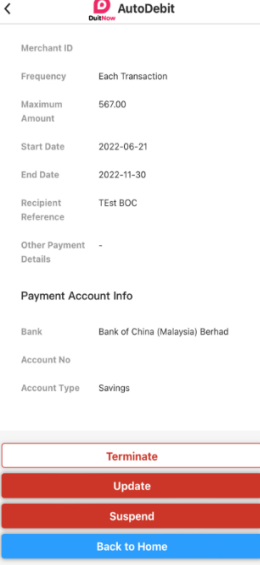
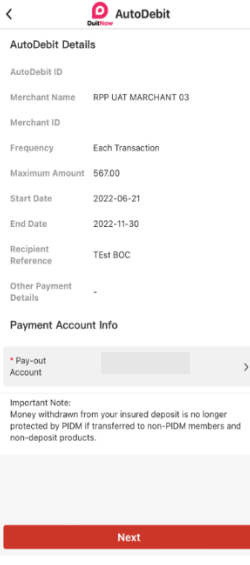
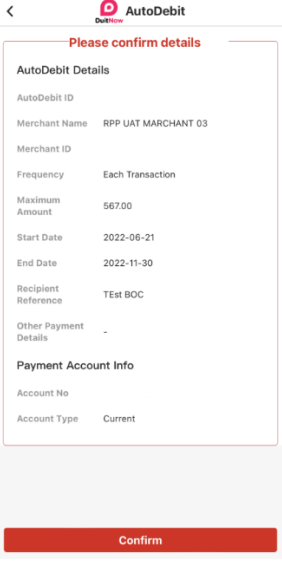
Step 1: Select the Request you wish to block	Step 2: Select "Block"	Step 3: Confirm the action

Step 4: Block Successful	Step 5: Select [●●●] and select Block List	Step 6: Click or swipe left to unblock

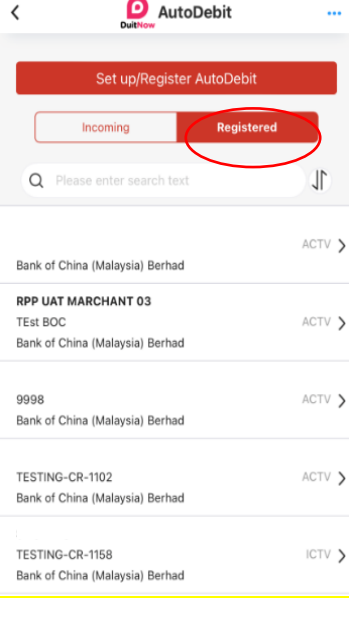
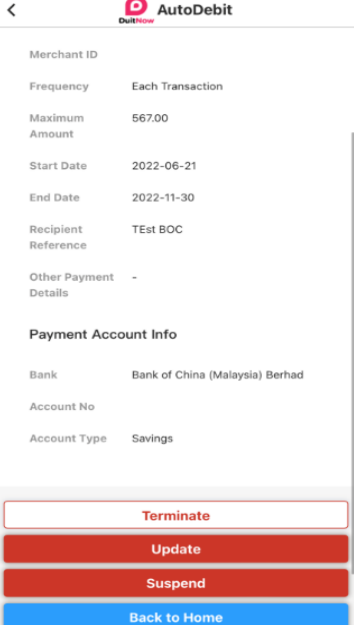
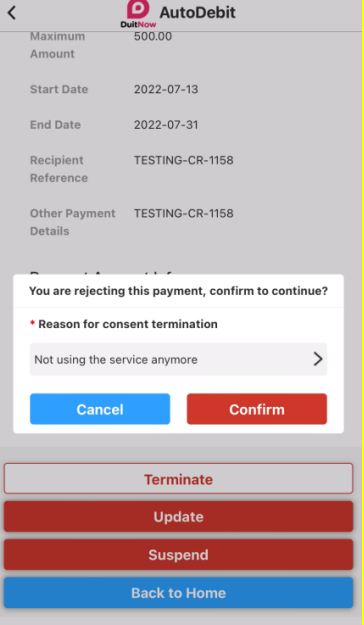
7. How do I transfer a registered DuitNow AutoDebit from another bank to BOCM?

Step 1: Select "Registered", then select the registered AutoDebit you wish to transfer	Step 2: Select "Debiting Account", read & agree to T&C	Step 3: Confirm the details
		

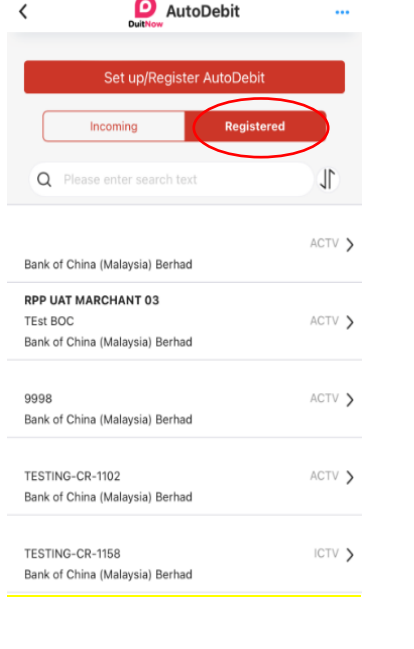
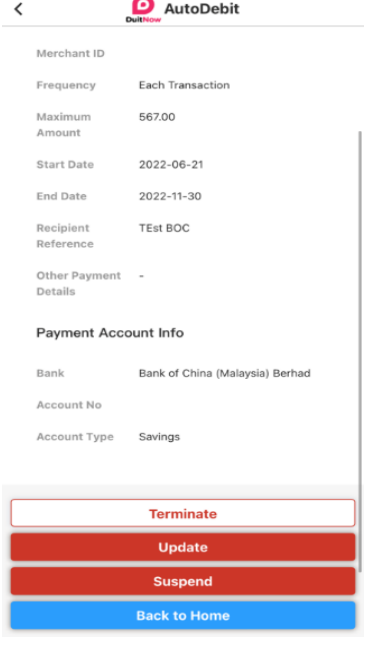
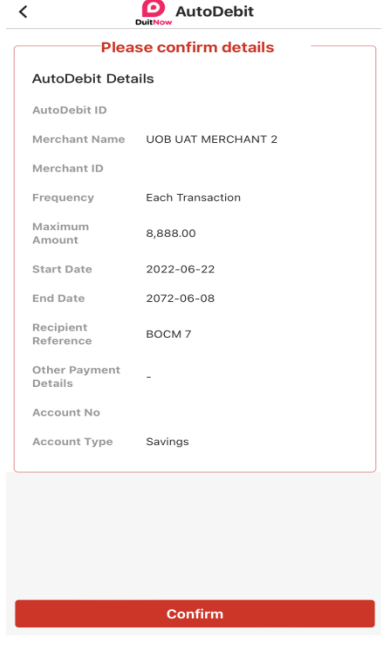
8. Can I edit the information of a successful registered DuitNow AutoDebit?

Step 1: Select "Registered" and select the registered AutoDebit you wish to edit	Step 2: Select "Edit"	Step 3: Select a new debiting account	Step 4: Confirm details
			

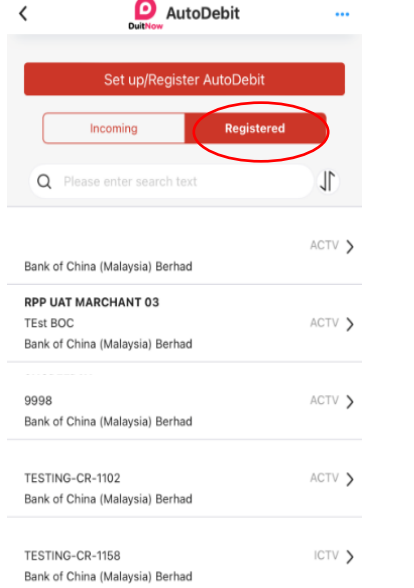
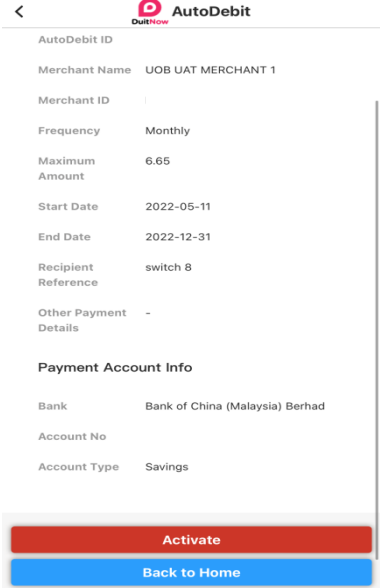
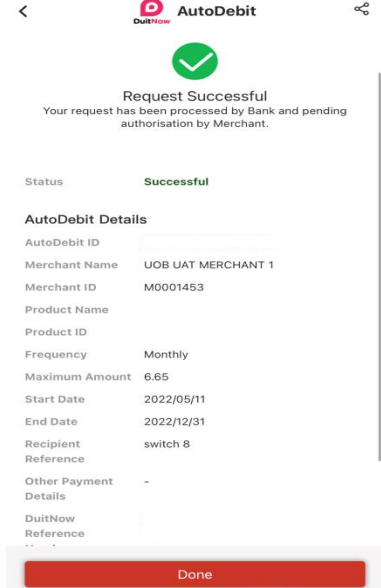
9. How do I terminate a registered DuitNow AutoDebit?

Step 1: Select "Registered" and select the registered AutoDebit you wish to terminate	Step 2: Select "Terminate"	Step 3: Select reason from dropdown list
		

10. How do I suspend a registered DuitNow AutoDebit?

Step 1: Select "Registered" and select the registered AutoDebit you wish to suspend	Step 2: Select "Suspend"	Step 3: Confirm the details
		

11. How do I activate a suspended AutoDebit?

Step 1: Select "Registered" and select the registered AutoDebit you wish to activate	Step 2: Select "Activate"	Step 3: Once it's successful, it will be refreshed under "Registered"
		

Note: During DuitNow AutoDebit registration with certain Merchant(s), you will see a note to inform that once it has been approved, you are unable to terminate or suspend the status as only Merchant(s) has the authority to change the status. You are only able to update the selection of debiting account.

12. Why do I see “Register DuitNow AutoDebit” after I have approved a DuitNow Request?

This is whereby Merchant(s) sends a DuitNow Request with DuitNow AutoDebit combined in 1 transaction for your next action.

Step 1: Select the Request you wish to approve	Step 2: Select “Approve” and “Payment Account”	Step 3: Confirm the details

Step 4: You will be directed to AutoDebit page. Select “Approve” and “Payment Account”	Step 5: Confirm the details	Step 6: You may view the history under “Registered”

13. What is the daily transaction limit?

Daily transaction limit is up to RM50, 000. The limit is also subject to the type of account you have with the Bank.

14. Where can I view the DuitNow AutoDebit that has been registered?

The transaction is made available under “Registered” at the main menu when you setup/register DuitNow AutoDebit.

15. How can I save or share the receipt of my DuitNow AutoDebit Registration Details?

Click on share button which is at the top right of the transaction acknowledgement screen for every successful transaction.