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
< Open AutoDebit	< O DuitNow AutoDebit	< Outbourner AutoDebit
	Please confirm details	Please confirm details
Set up/Register AutoDebit	DuitNow AutoDebit Registration Details	DuitNow AutoDebit Registration Details
Incoming Registered	Merchant Name	Merchant Name
Q Please enter search text	Merchant ID	Merchant ID
	Product Name PETAI	Product Name PETAI
2022-07 🔽 Total: 2 / 2	Product ID	Product ID
	Frequency Each Transaction	Frequency Each Transaction
Expiry: 879 Days	Action Type	Maximum 300.00 Amount
12-Jul Expiry: 76 Days		Start Date 2022-07-12
End of data	Approve	End Date 2022-08-12
End of data	Reject	Reference
	Block	Other Payment - Details
	Action Type Please Select Action	* Action Type Reject >
	By submitting this, I confirm that I have read and agreed to the coverage of <u>DuitNow AutoDebit Terms and</u> <u>Conditions</u> therein.	By submitting this, I confirm that I have read and agreed to the coverage of <u>DuitNow AutoDebit Terms and</u> <u>Conditions</u> therein.

Step 1: Select the Request you wish to block		Step 2: Select "Block"	Step 3: Confirm the action	
< Output Now AutoD	ebit	< AutoDebit	< ODDebit	
Set up/Register A	AutoDebit Registered	Please confirm details DuitNow AutoDebit Registration Details Merchant Name	Please confirm details DuitNow AutoDebit Registration Details Merchant Name	
Q Please enter search text	J) Total: 2 / 2	Merchant ID Product Name PETAI Product ID Frequency Each Transaction	Merchant ID Product Name OOLONG Product ID Frequency Daily	
12-Jul Expiry: 879 Days 12-Jul Expiry: 76 Days	>	Action Type	Maximum 100.50 Amount You are rejecting this payment and block this requestor's account confirm to continue?	
End of dat	a	Reject Block	Cancel Confirm Details	
		Action Type Please Select Action Please Select Action Solution By submitting this, I confirm that I have read and agreed to the coverage of <u>DuitNow AutoDebit Terms and Conditions</u> therein.	Action Type Block By submitting this, I confirm that I have read and agreed to the coverage of DuitNow AutoDebit Terms and Conditions therein.	
		Next	Next	

6. Can I DIOCK/UNDIOCK DUITNOW AUTODEDIT request	6.	Can I block	/unblock DuitNow A	utoDebit request?
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AutoDebit AutoDebit Request Successful Status Blocked successful AutoDebit ID Merchant Name Merchant Name Merchant Name Merchant Name Product Name Outgoing Block List Prease Select Outgoing Block List	Step 4: Bl	ock Successful		Step 5: Select [•••] a Block List	ind select	Step 6: Cl unblock	lick or swipe left to
List Duithow AutoDebit Block List Inquiry Registered Image: Registered Registered Image: Registered	<	AutoDebit	~	< Output AutoDebi		<	
Set up/Register AutoDebit Request Successful Status Blocked successful AutoDebit Details AutoDebit Details AutoDebit Details Marchant Name Merchant Name Merchant Name Merchant Name Merchant Name Product Name Outgoing Block List						DuitN	Now AutoDebit Block List Inquiry
Image: Registered Request Successful Image: Registered Image: Registered <td></td> <td></td> <td></td> <td>Set up/Register AutoL</td> <td>Debit</td> <td>C Enter Blo</td> <td>ocked Name</td>				Set up/Register AutoL	Debit	C Enter Blo	ocked Name
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AutoDebit Details Please Select AutoDebit D Outgoing Merchant Name Outgoing Merchant Name Block List Product D Block List Frequency Daily Maximum Amout 2022/07/13 End Dat 2026/10/01 Recipient Reference Frequency Dther Payment DETAILS Details Details	Status	Blocked successful.		2022-07 💟 End of data	Total: 0 / 0		
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Merchant Name Joutgoing Merchant ID Outgoing Product Name OLONG Product ID Block List Frequency Daily Maximum Amound 10.50 Start Date 202/07/13 Product ID Product ID Frequency Daily Block List Maximum Amound 202/07/13 Block List	AutoDebit ID			Please Select			
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End Date 2026/10/01 Recipient Reference DETAILS Details	Start Date	2022/07/13					
Recipient Reference Other Payment DETAILS Details	End Date	2026/10/01					
Other Payment DETAILS Details	Recipient Reference						
	Other Payment Details	DETAILS					
Done		Done					

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
Image: Construction of China (Malaysia) Berhad ACTV > Bank of China (Malaysia) Berhad ACTV > Bank of China (Malaysia) Berhad ACTV >	AutoDebit Merchant UOB UAT MERCHANT 1 Name Merchant ID Product Name Frequency Weekly Maximum 13,456.78 Amount Start Date 2022-06-03 End Date 2072-05-20 Recipient Reference Other Payment Details	C Contention Contention Contention Contention Contention Contention Contention Contention Contention Content C
	 Pay-out Account Balance(Amount) 4,625,876.84 By submitting this, I confirm that I have read and agreed to coverage of <u>DuitNow AutoDebit Terms and Conditions</u> therein. 	Payment Account Info Bank Bank of China (Malaysia) Berhad Account No Account Type Savings

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
< Open AutoDebit	< October AutoDebit	< O AutoDebit	< Duthow AutoDebit
Set up/Register AutoDebit Incoming Registered Please enter search text	Merchant ID Frequency Each Transaction Maximum 567.00 Amount Start Date 2022-06-21 End Date 2022-11-30 Recipient TEst BOC Reference Other Payment - Details	AutoDebit Details AutoDebit ID Merchant Name RPP UAT MARCHANT 03 Merchant ID Frequency Each Transaction Maximum Amount 56700 Start Date 2022-06-21 End Date 2022-11-30 Recipient Reference TEst BOC	Please confirm details AutoDebit Details AutoDebit ID Merchant Name RPP UAT MARCHANT 03 Merchant ID Frequency Each Transaction Maximum Amount 567.00 Start Date 2022-06-21 End Date 2022-11-30
TEst BOC ACTV >	Payment Account Info	Other Payment _ Details _	Recipient TEst BOC
9998 ACTV > Bank of China (Malaysia) Berhad	Bank Bank of China (Malaysia) Berhad	Payment Account Info	Other Payment Details Payment Account Info
TESTING-CR-1102 ACTV > Bank of China (Malaysia) Berhad	Account Type Savings	Account Important Note: Money withdrawn from your insured deposit is no longer protected by PIDM If transferred to non-PIDM members and non-deposit products.	Account No Account Type Current
TESTING-CR-1158 ICTV > Bank of China (Malaysia) Berhad	Terminate Update Suspend	Next	Confirm

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
<	< O AutoDebit	<
Dutitiow Set up/Register AutoDebit	Merchant ID Erequency Fach Transaction	Dathow Maximum 500.00 Amount
Incoming	Maximum 567.00 Amount	End Date 2022-07-31
Q Please enter search text	Start Date 2022-06-21	Recipient TESTING-CR-1158 Reference
ACTV >	Recipient TEst BOC Reference	Other Payment TESTING-CR-1158 Details
Bank of China (Malaysia) Bernad	Other Payment - Details	You are rejecting this payment, confirm to continue?
RPP UAT MARCHANT 03 TEst BOC ACTV > Bank of China (Malaysia) Berhad	Payment Account Info	Reason for consent termination
	Bank Bank of China (Malaysia) Berhad	Not using the service anymore
9998 ACTV 💙 Bank of China (Malaysia) Berhad	Account No Account Type Savings	Cancel Confirm
TESTING-CR-1102 ACTV >		Terminate
	Terminate	Update
TESTING-CR-1158 ICTV >	Update	Suspend
Bank of China (Malaysia) Berhad	Suspend	Back to Home
	Back to Home	

10. How do I suspend a registered DuitNow AutoDebit?

Step 1: Select "Registered" and	Step 2: Select "Suspend"	Step 3: Confirm the details
select the registered AutoDebit		
you wish to suspend		
< AutoDebit	< Octobelit	< Octobelit
	Merchant ID	Please confirm details
Set up/Register AutoDebit	Frequency Each Transaction	AutoDebit Details
Incoming Registered	Maximum 567.00	AutoDebit ID
incoming Reportered	Amount	Merchant Name UOB UAT MERCHANT 2
Q Please enter search text	Start Date 2022-06-21	Merchant ID
	End Date 2022-11-30	Frequency Each Transaction
ACTV >	Recipient TEst BOC Reference	Maximum 8,888.00 Amount
Bank of China (Malaysia) Berhad	Other Payment -	Start Date 2022-06-22
RPP UAT MARCHANT 03	Details	End Date 2072-06-08
TEst BOC ACTV > Bank of China (Malaysia) Berhad	Payment Account Info	Recipient BOCM 7 Reference
	Bank Bank of China (Malaysia) Berhad	Other Payment Details
9998 ACTV >	Account No	Account No
	Account Type Savings	Account Type Savings
TESTING-CR-1102 ACTV >		
Bank of China (Malaysia) Berhad	Terminate	
TESTING-CR-1158 ICTV >	Update	
Bank of China (Malaysia) Berhad	Suspend	
	Back to Home	Confirm

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"
Control Contro Control Control Control Control Control Control Control Control Co	Constraint AutoDebit AutoDebit ID Merchant Name Werchant ID Frequency Maximum 6.65 Amount 2022-05-11 End Date 2022-12-31	 AutoDebit Request Successful Your request has been processed by Bank and pending authorisation by Merchant. Status Successful AutoDebit Details AutoDebit ID
Bank of China (Malaysia) Berhad RPP UAT MARCHANT 03 TEst BOC ACTV > Bank of China (Malaysia) Berhad	Recipient switch 8 Reference Other Payment - Details	Merchant Name UOB UAT MERCHANT 1 Merchant ID M0001453 Product Name Product ID
9998 ACTV 🗲 Bank of China (Malaysia) Berhad	Payment Account Info Bank Bank of China (Malaysia) Berhad Account No	Frequency Monthly Maximum Amount 6.65 Start Date 2022/05/11 End Date 2022/12/31 Recipient witch 8
TESTING-CR-1102 ACTV > Bank of China (Malaysia) Berhad	Account Type Savings	Reference Other Payment - Details DuitNow Reference
TESTING-CR-1158 ICTV > Bank of China (Malaysia) Berhad	Back to Home	Done

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 Step 2: Select "Approve" and Step 3: Confirm the details "Payment Account" P Request < < Request Request Please confirm details Request from Pay To RPP UAT MARCHANT 03 Bank or e-Wallet RHB Bank Berhad Name RPP UAT MARCHANT 03 Outgoing Account No Bank or e-Wallet Bank of China (Malaysia) Berhad Amount MYR 456.00 Account No 1L TEst BOC Recipient Reference Amount MYR 456.00





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.