DuitNow Request FAQ

1. What is DuitNow Request?

DuitNow Request allows you to trigger a DuitNow Request to collect a payment from an individual or to receive DuitNow Request from billers/merchants/government to collect payment such as utility bill, tax, assessment, etc.

2. How can I request payment using DuitNow Request?

Login to your BOCnet Internet Banking or Mobile Banking app and initiate a DuitNow Request to one of the payer's IDs below:

- a. DuitNow ID Number:
 - Mobile Number
 - NRIC Number
 - Passport Number
 - Army / Police ID Number
- b. Bank Account Number

3. What is the type of account that can be used to pay to payer?

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

4. Do I need to register for DuitNow Request?

All you need to have is access to BOCnet Internet Banking and/or Mobile Banking app to start sending/receiving DuitNow Request.

5. Are there any fee and charges for using DuitNow Request service?

No fee for payment up to RM 5,000.00. For payment RM 5,000.01 and above, a RM 0.50 fee will be applied.

6. Would I be able to initiate multiple DuitNow Request to different payer? Yes, you can. You may refer to the steps below as a guide.

Step 1: Select "Make a DuitNow Request"	Step 2: Fill in the details	Step 3: Click on "Add Payer" on the top left corner
< Press Request .	< C Request	K Request
Make a DuitNow Request	+ Pay-in Account 100000402578450 → Payer Name	Add Payer
Incoming Outgoing Q Please enter search text JC	DuitNow ID Mobile Number	Please confirm details
2022-06 🗸 Total: 5 / 9	* Amount	1 Payer
16-Jun MYR 32. 11:33 AM Expiry: 6 Days	0 MYR 50.00	Payer Name • DuitNow ID Mobile Number
16-Jun MYR 111. 09:35 AM Expiry: 5 Days	0 Mamak	DuitNow ID No. Amount MYR 50.00
16-Jun MYR 777. 09:34 AM Expiry: 5 Days	0 Other Payment Details	Recipient Reference Mamak III Other Payment – Details
16-Jun MYR 555. 09:33 AM Expiry: 5 Days	0 Save as Favourite Payer	
16-Jun MYR 4,599 09:29 AM Expiry: 5 Days	3 Ekyc	Confirm and Send Request
More	successful By submitting this, I confirm that I have read and agreed to the coverage of <u>DuitNow Request Terms and Conditions</u> therein. Next	

Step 4: Select "Favourite Payer" or "New Payer"	Step 5: Fill in the details	Step 6: Confirm the details and Send Request
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Bank or e-Wallet Bank of China (Malaysia) Berhad	Recipient Reference Lunch	DuitNow ID Mobile Number DuitNow ID No.
Account Number	Other Payment Details 20 June	Amount MYR 66.00 Recipient Reference Lunch Other Payment 20 June Details
Next	Save as Favourite Payer Favourite Payer name Favourite Payer can only be save once request/transaction is successful Suc	Payer Name EKYC A*****me Test19 Bank or e-Wallet Bank of China (Malaysia) Berbank Account No. Image: Comparison of
	Conditions therein.	Confirm and Send Request

Step 7: Request Accepted (Scroll down to view more)		Step a unde	Step 8: Transaction is recorded under "Outgoing"	
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DuitNow Reference Nu mber				
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Request Acc	epted			
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- 7. What should I do when I receive an incoming DuitNow Request?You can select approve, reject and forward the request, or select block to block the
 - requestor's account that sends the DuitNow Request.
- 8. How to forward a DuitNow Request?

Step 1: Select the be forwarded	Request to	Step 2: Select "Forward"	Step 3: Select "Favourite Payer" or "New Payer"
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Make a DuitNow F	Request	Request from	Create DuitNow Request to one or more payer at once Favourite Payer New Payer
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2022-07 🖂	Total: 5 / 8	Account No	Favourite (12/20)
13-Jul 11:52 AM Expiry: 6 Days	MYR 40.00	Action Type	Mobile Number
12-Jul 17:49 PM Expiry: 79 Days	MYR 1,155.00	Approve	aa Army No/Police No
12-Jul 17:49 PM Expiry: 79 Days	MYR 1,144.00	Reject	
12-Jul 17:39 PM Expiry: 79 Days	MYR 1,122.00	Forward	Account Number
12-Jul 16:29 PM Expiry: 6 Days	MYR 32.00	Block Conditions therein.	NRIC
More		Next	ekyc Mobile Number



9. How to reject a DuitNow Request?

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Image: Control of the set o	Request to be rejected	view transaction history	"Reject"
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tep 1: Select the Request to	Step 2: Select "Block" to reject	Step 3: "Confirm" the action
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2022-07 🗸 Total: 5 / 8	Account No	Account No
13-Jul MYR 40.00	Action Type	Amount MYR 11.00
52 AM Expiry: 6 Days		Recipient test Reference
12-Jul MYR 1,155.00 149 PM Expiry: 79 Days	Approve	You are rejecting this payment and block this requestor's account, confirm to continue?
12-Jul MYR 1,144.00 :49 PM Expiry: 79 Days		
12-Jul MYR 1,122.00 339 PM Expiry: 79 Days	Forward	Cancel Confirm Sy submitting this, I confirm that I have read and
2-Jul MYR 32.00	Block <u>Conditions</u> therein.	agreed to the coverage of <u>DuitNow Request Terms and</u> <u>Conditions</u> therein.
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11. Is there a limit on how many DuitNow Request I can send?

You may send up to a total of 20 DuitNow Requests and pending payer's action at any given time. After sending the 20th DuitNow Request and if you want to send a new one, you will need the payer(s) to act on your pending DuitNow Request or the DuitNow Request expired.

12. How quickly does DuitNow Request transfer occurs?

DuitNow Request transfers occur immediately and you will usually receive money in your account instantly upon the payer's approval.

13. Will I be notified once payment has been made?

Yes, you will receive SMS notification from the Bank.

14. What is the daily transaction limit?

Default limit is set at RM2,000. Maximum single transaction limit is RM10,000 and Daily Accumulative Limit is RM30, 000.00 The limit is also subject to the type of account you have with the Bank.

15. Where can I check my DuitNow Request transaction limit?

From the main menu, select "DuitNow" and you will see "Transaction Limit Setting".

16. Where can I check the DuitNow Request that I have initiated?

The record is made available under "Outgoing" at the main menu when you initiate a DuitNow Request.

17. How can I save or share the receipt of my DuitNow Request?

For Mobile Banking app you may click on share button on the top left corner and for BOCnet you may select Print button which is at the transaction acknowledgement screen for every successful transaction.