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.

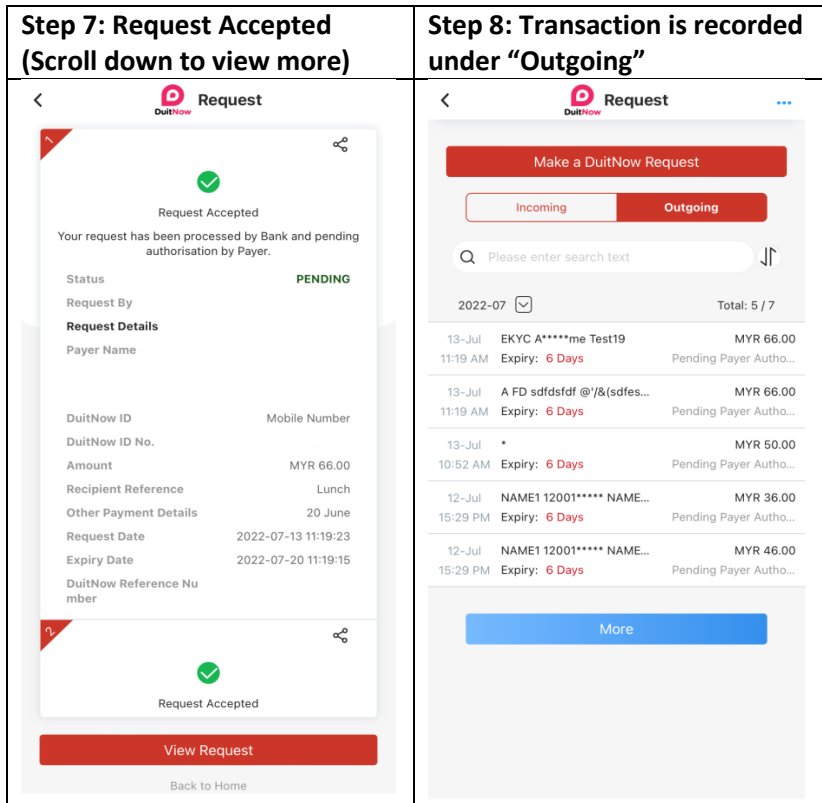5. **Are there any fee and charges for using DuitNow Request service?**
   No fee for payment up to RM 5,000.00. For payment RM 5,000.01 and above, a RM 0.50 fee will be applied.

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

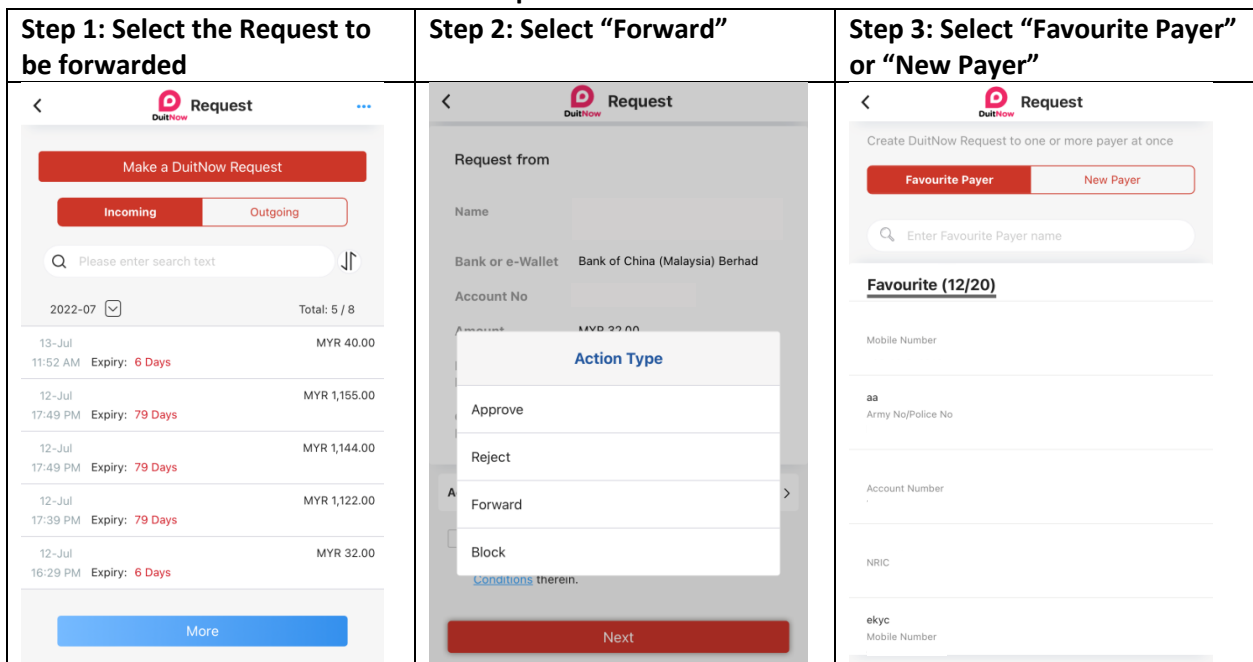| Step 4: Select "Favourite Payer" or "New Payer"	Step 5: Fill in the details	Step 6: Confirm the details and Send Request

Step 7: Request Accepted (Scroll down to view more)	Step 8: Transaction is recorded under "Outgoing"

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.

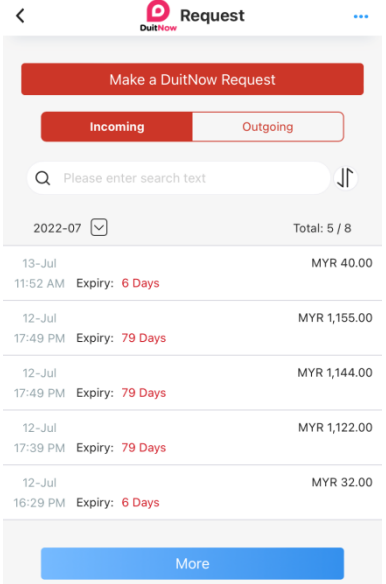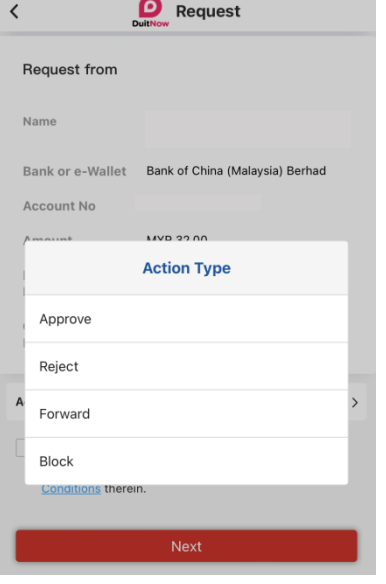8. **How to forward a DuitNow Request?**

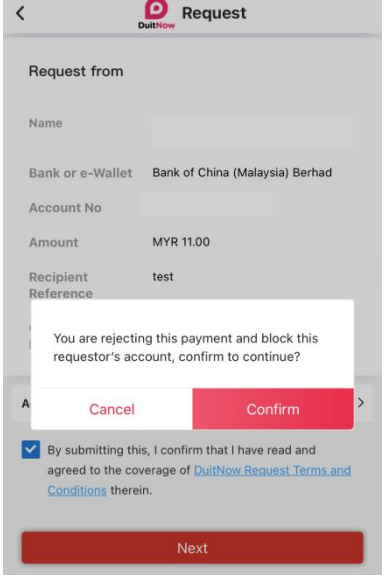| Step 1: Select the Request to be forwarded	Step 2: Select "Forward"	Step 3: Select "Favourite Payer" or "New Payer"
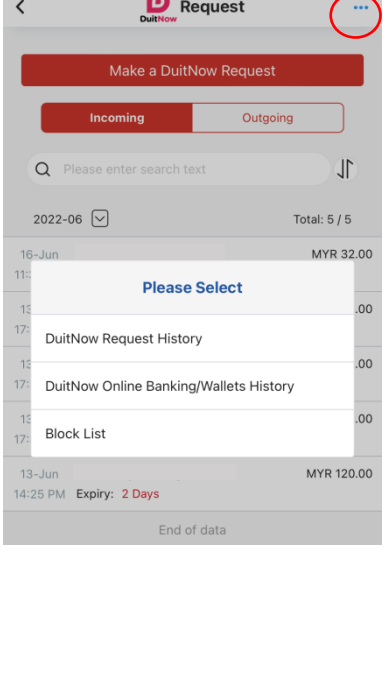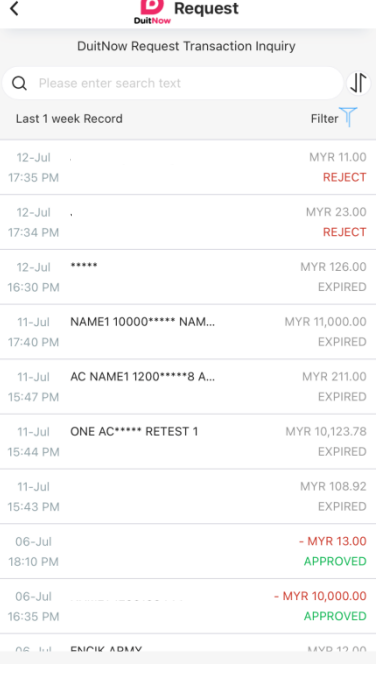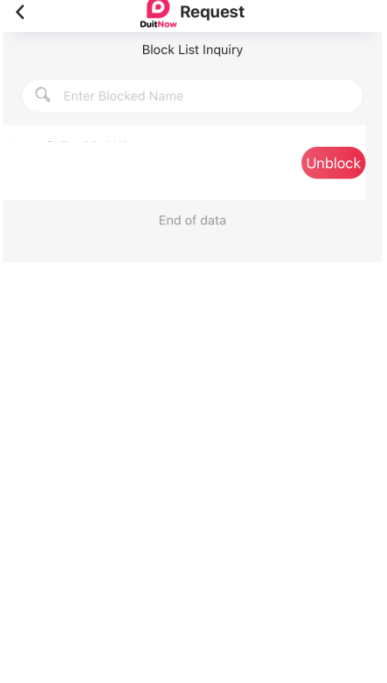
Step 4: Confirm the details	Step 5: Save or Share receipt	Step 6: Select [●●●] to view transaction history

9. How to reject a DuitNow Request?

Step 1: Select the Request to be rejected	Step 2: Select "Reject"	Step 3: "Confirm" the action	Step 4: Select [●●●] to view transaction history

10. How to block a DuitNow Request?

Step 1: Select the Request to be forwarded	Step 2: Select "Block" to reject the request and block Payee Account Number	Step 3: "Confirm" the action

Step 4: Select [●●●] to view transaction history	Step 5: From the transaction history, click on the one you wish to unblock. Select "Block List"	Step 6: Click to select or swipe left to unblock

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.