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 The remaining DuitNow Request you can send: 16
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		Payer Name • DuitNow ID Mobile Number
16-Jun MYR 111. 09:35 AM Expiry: 5 Days	• Recipient Reference 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 🔟 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
< Request	< C Request	< C Request
Create DuitNow Request to one or more payer at once Favourite Payer New Payer	Payer Name EKYC A****me Test19 Bank or e-Wallet Bank of China (Malaysia) B erhad	Add Payer The remaining DuitNow Request you can send: 15 Please confirm details
Request Method	* Amount	2 Payers
Account Number	MYR 66.00	Payer Name
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) Berhad Account No. Image: Comparison of the Comparison of th
	Conditions therein.	Confirm and Send Request

Step 7: Request A (Scroll down to v	-	-	8: Transaction r "Outgoing"	n is recorded
< PuitNow Req	uest	<		st
 Image: Second sec	ಷ್		Make a DuitNow R	lequest
Request Acc	epted		Incoming	Outgoing
Your request has been process authorisation b		Q	Please enter search text	I
Status	PENDING			4
Request By		2022-	07 🗸	Total: 5 / 7
Request Details		10.11		N/VD 00 00
Payer Name		13-Jul 11:19 AM	EKYC A*****me Test19 Expiry: <mark>6 Days</mark>	MYR 66.00 Pending Payer Autho
		13-Jul	A FD sdfdsfdf @'/&(sdfes	MYR 66.00
DuitNow ID	Mobile Number	11:19 AM	Expiry: 6 Days	Pending Payer Autho
DuitNow ID No.		13-Jul	*	MYR 50.00
Amount	MYR 66.00	10:52 AM	Expiry: 6 Days	Pending Payer Autho
Recipient Reference	Lunch	12-Jul	NAME1 12001***** NAME	MYR 36.00
Other Payment Details	20 June	15:29 PM	Expiry: 6 Days	Pending Payer Autho
Request Date	2022-07-13 11:19:23	12-Jul	NAME1 12001***** NAME	MYR 46.00
Expiry Date	2022-07-20 11:19:15		Expiry: 6 Days	Pending Payer Autho
DuitNow Reference Nu mber				
2	~°¢		More	
Request Acc	epted			
View Requ	Jest			
Back to Ho	me			

- 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"
< Contraction Reque	est	< Press Request	< Request
Make a DuitNow F		Request from	Create DuitNow Request to one or more payer at once Favourite Payer New Payer
Incoming Q Please enter search text	Outgoing	Name Bank or e-Wallet Bank of China (Malaysia) Berhad	Q Enter Favourite Payer name
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?

Step 1: Select the	Step 2: Select	Step 3: "Confirm" the	Step 4: Select [•••] to
Request to be rejected	"Reject"	action	view transaction history
Make a DuitNow Request Q Please enter search text Jt 2022-07 Total: 5 / 8	C Request Request from Name Bank or e-Wallet Bank of China (Malaysia) Berhad Account No	Request from Name Bank or e-Wallet Bank of China (Malaysia) Berhad Account No Amount MYR 23.00	Control Request C
13-Juli MYR 40.00 11:52 AM Expiry: 6 Days 12-Juli MYR 1,155.00 17:49 PM Expiry: 79 Days 12-Juli MYR 1,142.00 17:49 PM Expiry: 79 Days 12-Juli MYR 1,142.00 17:39 PM Expiry: 79 Days 12-Juli MYR 1,122.00 17:39 PM Expiry: 70 Days 12-Juli MYR 1,122.00 12-Juli MYR 3,200 16:29 PM Expiry: 6 Days	Action Type Approve Reject Forward Block Licrostoce therem.	Recipient test Reference You are rejecting this payment, confirm to continue? A Cancel Confirm By submitting this, I confirm that I have read and agreed to the coverage of DuitNov Request Terms and Conditions therein.	2022-06 ✓ Total: 5 / 5 16-Jun MYR 32.00 11 Please Select 15 00 17 DuitNow Request History 18 DuitNow Online Banking/Wallets History 19 Block List 13 -00 14:25 PWL Expiry: 2 Days MYR 120.00
More	HEA .		End of data

10. How to block a DuitN		Stop 2, "Confirm" the estimate
tep 1: Select the Request to	Step 2: Select "Block" to reject	Step 3: "Confirm" the action
e forwarded	the request and block Payee	
	Account Number	-
Request	K Request	< DuitNow Request
Make a DuitNow Request	Request from	Request from
Incoming Outgoing	Name	Name
Q Please enter search text	Bank or e-Wallet Bank of China (Malaysia) Berhad	Bank or e-Wallet Bank of China (Malaysia) Berhad
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?
2-Jul MYR 1,144.00 :49 PM Expiry: 79 Days	Reject	
12-Jul MYR 1,122.00 :39 PM Expiry: 79 Days	Forward	Cancel Confirm By submitting this, I confirm that I have read and
2-Jul MYR 32.00 :29 PM Expiry: 6 Days	Block <u>Conditions</u> therein.	agreed to the coverage of <u>DuitNow Request Terms and</u> <u>Conditions</u> therein.
• • •	Step 5: From the transaction history, click on the one you	Step 6: Click to select or swipe left to unblock
• • •	-	
ansaction history	history, click on the one you wish to unblock. Select "Block	left to unblock
ansaction history	history, click on the one you wish to unblock. Select "Block List"	left to unblock
ansaction history	history, click on the one you wish to unblock. Select "Block List"	Ieft to unblock
Request	history, click on the one you wish to unblock. Select "Block List"	<
Make a DuitNow Request	history, click on the one you wish to unblock. Select "Block List"	Ieft to unblock <
Ansaction history	history, click on the one you wish to unblock. Select "Block List"	Ieft to unblock
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Make a DuitNow Request Incoming Outgoing Q Please enter search text JL 2022-06 Total: 5 / 5 16-Jun MYR 32.00 17 Please Select 18 Outgoing 19 DuitNow Request History 10 DuitNow Online Banking/Wallets History 13 Block List 13:-Jun MYR 120.00 4:25 PM Expiry: 2 Days	history, click on the one you wish to unblock. Select "Block List" C Please enter search text Last 1 week Record Filter 12-Jul MYR 11.00 17:35 PM REJECT 12-Jul MYR 12.00 17:34 PM REJECT 12-Jul MYR 23.00 17:34 PM REJECT 12-Jul MYR 23.00 17:34 PM REJECT 12-Jul MYR 12.00 16:30 PM EXPIRED 11-Jul NAMEI 1200	Ieft 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.