

DuitNow Request FAQ for Corporate Customer

1. What is DuitNow Request

A collection service that allow acquirers to send digital payment request to collect funds from payer.

2. How can acquirers request payment using DuitNow Request?

Login to electronic banking and initiate a DuitNow Request for invoice, bills and etc to payer: Mobile Number, NRIC Number, Passport Number, Army / Police ID Number, Business Registration Number (SSM registered) or Bank Account Number.

3. How does it work?

Step 1: Acquirer send a DuitNow Request to collect payment from payer.

Step 2: Payer receives notification on incoming DuitNow Request from their Bank or eWallet with bill or invoice information and approves the payment request.

Step 3: Acquirer receive notification upon successful payment.

4. What are the features and benefits of using DuitNow Request?

- a. Hassle Free: Self maintenance on account linked on DuitNow ID. Customer self-manage their account that is linked to their preferred bank.
- b. Clean& easy reconciliation: DuitNow Request offers clean reconciliation, reducing issues arising from incorrect payment data from customers.
- c. Features that add value: Together with DuitNow request Businesses may offer customers a one -off request to collect funds from customers.

5. What currencies are supported on DuitNow Request?

At the moment it only supports Malaysian Ringgit (MYR) on DuitNow Request.

6. What is the maximum transaction limit on DuitNow Request?

Subject to the acquirers setting.

7. What is the fee structure for DuitNow Request?

For acquirers, you may contact banks for details. No fee for payer.

8. How to initiate DuitNow Request via electronic banking as acquirers?

- a. Login iGTB net/ iGTB mobile platform
- b. Click DuitNow Request
- c. Select collection account
- d. Input DuitNow request payer information:
 - DuitNow ID
 - o If DuitNow ID is Payer Account Number, please select Payer Bank Name
 - Request MYR amount

- Select acceptable source of fund
 - Reference
 - Details
 - Request expiry date
 - To add as favorite (if any)
 - Register DuitNow AutoDebit (optional field)
- e. Acknowledge DuitNow Request's terms and conditions.
- f. Submit DuitNow Request.

9. Do DuitNow Request support bulk?

Yes, login electronic banking platform and select DuitNow Request Upload/ Online Editor for bulk request.

10. How quickly do DuitNow request occur?

DuitNow Request occur immediately, payees may receive fund in their bank account upon payer's approval.

11. Any notification once DuitNow Request is being approve or reject.

Yes, however for acquirer is subject to their terms and conditions.

12. What is the maximum duration for DuitNow Request valid?

The expiry date of the DuitNow Request will be displayed to both Payee and Payer.