

Frequently Asked Question (FAQ)

Agrobank Online Account Opening

AGROBANK ONLINE ACCOUNT OPENING is an electronic platform which helps Customer to establish relationship with the Bank. With this service, Customer can save time by opening via online. This will reduce queuing at the Bank's branches. Saving time for waiting, hassle free on form filing. This service is offered to the New and Existing Customer via the Bank Corporate Website at www.agrobank.com.my from 4.00 A.M. to 12.00 A.M..

Customer is required to refer to the Terms & Conditions for Deposit and Product Disclosure Sheet made available in the Bank Corporate Website at www.agrobank.com.my.

1. HOW DO CUSTOMERS LOG ON TO AGROBANK ONLINE ACCOUNT OPENING?

To register for online account opening, Customer is required to Visit the Bank Corporate Website www.agrobank.com.my and Click on "Open Your Bank Account Now" Banner.

2. HOW LONG WILL IT TAKE TO COMPLETE THE ONLINE ACCOUNT OPENING APPLICATION FORM?

The Bank strives to make banking convenient and easy. The Bank anticipate the online account opening application to take anywhere within 10 to 15 minutes.

3. WHO CAN APPLY THROUGH AGROBANK ONLINE ACCOUNT OPENING?

This service is offered to Malaysian holding a valid MyKad/MyTentera only who wishes to open an account with Agrobank regardless of whether the customer is an existing/new customer of the Bank.

4. CAN NON-INDIVIDUAL (CORPORATIONS) UTILISED THE AGROBANK ONLINE ACCOUNT OPENING?

The service is applicable to Malaysian INDIVIDUAL CUSTOMERS ONLY. It is not applicable to other than Individual customers.

5. WHAT TYPE OF ACCOUNTS CAN BE OPEN ONLINE?

The Bank is offering the following types of account:

- Saving Account – Agro Perdana-i
- Term Deposit – Agro PrimaS
- Sahabat Agro Membership

6. WHAT INFORMATION IS REQUIRED FROM CUSTOMER?

Customer is required to provide their general particulars, personal information, consent and payment details.

7. CAN CUSTOMERS APPLY FOR A JOINT ACCOUNT OR TRUSTEE ACCOUNT THROUGH AGROBANK ONLINE ACCOUNT OPENING?

No. Only INDIVIDUAL ACCOUNT offered via the Bank Online Account Opening. Children, joint, trustee and non-individual account will not be offered.

8. DO CUSTOMER NEED TO MAKE ANY INITIAL DEPOSIT VIA ONLINE APPLICATION?

Yes, customer is required to perform online payment transfer for initial deposit of any Savings/Term Deposit online account opening. Below is the initial deposit required:-

| Type of Account (Statement Based) | Initial Deposit Amount | Minimum Balance |
|-----------------------------------|--|-----------------|
| Saving – Agro Perdana-i | <ul style="list-style-type: none"> ▪ Minimum – RM 100 ▪ Maximum – RM 200 | RM100 |
| Term Deposit –Agro PrimaS | <ul style="list-style-type: none"> ▪ Minimum – RM 500 ▪ Maximum – RM 1,000 | RM500 |

Customer may also refer to the minimum deposit information required made available in the Deposit Term & Condition at www.agrobank.com.my.

9. DO I NEED TO VISIT AGROBANK BRANCH UPON SUBMISSION OF THE ONLINE APPLICATION?

Yes, customer is required to visit any of the Bank's branch within 7 working days from the date of account opening and payment of initial deposit made online for the account verification, creation and activation process.

10. WHAT HAPPENS IF THE CUSTOMER VISIT THE BRANCH AFTER THE EXPIRY OF THE 7 WORKING DAYS PERIOD?

The validity of the application is within 7 working days from date of account opening application with initial deposit payment made online. Failing which, the application will be no longer be valid. The initial deposit will be automatically refunded to the designated account that provided during online application. A fresh online application is required to be made or customer may visit nearest branch for account opening over the counter.

11. WILL CUSTOMER NEED TO BRING ALONG ANY RELEVANT DOCUMENTS WHEN VISITING AGROBANK BRANCH?

The customer will need to bring the receipt of payment / reference number and required document which is MyKad, as per notified via SMS/email.

12. ARE THERE ANY CHARGES (SERVICE FEE) FOR USING THIS ONLINE APPLICATION?

There is no charges impose for using the online application. However, if the customer fails to visit branch within 7 working days, the initial deposit would be refunded to customer account and customer is to absorb the following service charge;

- i. RM0.10 is charges as an Interbank Giro (IBG) service fee for any Refund Amount (Automatic/Manual Refund) transaction.

13. HOW THE BANK VERIFY CUSTOMER INFORMATION TO PREVENT FRAUD?

By providing the details for the online account opening, the customer consent to and authorise the Bank to conduct a search on customer (background checking on Anti Money Laundering/Counter Financing Terrorism and Proceed of Unlawful Activity (AML/CFT), Bankruptcy, Blacklisted). The Bank have the right to reject any account opening application that violates any of the product policy as per stated in the Terms & Conditions for Deposit Account and Product Disclosure Sheet.

14. DOES THE ACCOUNT OPENED VIA ONLINE APPLICATION SUBJECT TO ANY PROFIT PAYMENT

The hibah/profit calculation (if any), shall start be calculated from the date an account is created and activated at the Bank's branch.

15. WILL CUSTOMER RECEIVE CONFIRMATION OF ACCOUNT OPENING?

The application will be confirmed via email by the end of the next business day. At the end of the online account opening application, customer will be presented a receipt page. Customer may print and retain for records from the said page. Upon clearance of the initial deposit, confirmation will be sent to customer via SMS and email with the exact date for customer to visit branch with the following info:

- Ref No:
- Name:
- MyKad No:
- Account Type:
- Deposit Amount Paid:

16. WHEN CAN CUSTOMER VISIT BRANCH?

- i. For successful initial deposit payment transfer by 9.00A.M, the Bank will receive the payment by 5.00P.M on the same business day. Customer may visit branch on the next business day.
- ii. For successful initial deposit payment transfer between 9.01A.M to 3.00P.M, the Bank will receive the payment by 11.00P.M on the same business day. Customer may visit branch on the next business day.
- iii. For successful initial deposit payment transfer after 3.00P.M, the Bank will receive the payment by 5.00P.M on the next business day (T+2). Thus, customer may visit branch after two (2) business days.

17. WILL CUSTOMER RECEIVE REGULAR STATEMENTS ON ONLINE ACCOUNT?

Yes. Agrobank Online Account Opening will be statement based account. For saving accounts the Customer will receive a paper statement as scheduled via the postal mail. Customer may also view the e-Statement. Please take advantage to register the Bank internet banking platform – AGRONET for free statement service.

18. WHO SHOULD CUSTOMER CONTACT WITH FURTHER QUESTIONS?

If the Customer have further questions, please visit any of the Bank branches or kindly contact the Bank at: Agrobank, Client Relationship Management, Bangunan Agrobank, Leboh Pasar Besar, Peti Surat 10815, 50726 Kuala Lumpur.

- Tel: 1-300-88-2476
- Fax: 603-2691 7790
- Email: customer@agrobank.com.my

Thank You