

## Frequently Asked Questions

### 1. What is DuitNow?

DuitNow is a new real-time online fund transfer service where you can transfer funds to recipient by using Proxies /Account Number or Identifier (ID) called DuitNow ID. With DuitNow, you will enjoy 24/7 service that is simple to use while maintaining a high level security.

### 2. What can be DuitNow ID?

DuitNow ID or also referred as National Addressing Database (NAD) ID is a registered identifier which is linked to your bank account. The types of permitted identifiers that can be used as DuitNow ID are as follows:-

- i. Mobile number
- ii. NRIC number
- iii. Army number / Police Number
- iv. Passport Number
- v. Business Registration Number **(For AGRONetBIZ account holders)**
- vi. Account Number

### 3. How do I register my DuitNow ID?

You may register for DuitNow via **AGRONet** and **AGRONetBIZ**

Registration of DuitNow

Step 1: Login to **AGRONet** or **AGRONetBIZ** website

<https://www.agronet.com.my/rib/common/Login.do>

Step 2: Key in Username and Password

Step 3: Click Fund Transfer > DuitNow Registration > Key in ID > Key in TAC number > Confirm

### 4. How do I make fund transfer using Duitnow?

Step 1: Login to **AGRONet** or **AGRONetBIZ** website

Step 2: Click Fund Transfer

Step 3: Click New Fund Transfer > Select DuitNow from Transfer Type drop list.

- Key in transfer amount > Select DuitNow ID or Account No"

Step 4: Key in other details > Click Next

Step 5: Click Request TAC > Key in TAC number > Click Confirm

Step 6: Display Result Page

### 5. How do I want to make fund transfer from my "Favourite DuitNow?"

Step 1: Login to **AGRONet** or **AGRONetBIZ** website

Step 2: Click Favourite DuitNow by select "Favourite Account Number"

Step 2: Click Favourite DuitNow by select "Proxy ID (Mobile Number)"

Step 3: Key In all details > Click Next > Click Confirm

**6. Can I register one identifier with two different accounts or banks?**

No, each DuitNow ID is unique. Hence, DuitNow ID can only be registered with one account, regardless of whether the accounts are from the same bank or different bank.

**7. How can I activate/deactivate my DuitNow ID?**

You may activate/deactivate your DuitNow ID via **AGRONet** and **AGRONetBIZ**

**To activate, please follow steps below:**

- Step 1 : Login to **AGRONet** or **AGRONetBIZ** website
- Step 2 : Click Fund Transfer> DuitNow Maintenance
- Step 3 : Click Activate button for selected inactive DuitNow ID
- Step 4 : Click Request TAC > Key in TAC Number > Confirm
- Step 5 : Display Result Page

**To delete, please follow steps below:**

- Step 1 : Login to **AGRONet** or **AGRONetBIZ** website.
- Step 2 : Click Fund Transfer > DuitNow Maintenance
- Step 3 : Click delete button for selected DuitNow ID and request TAC > Key in TAC  
Number > Confirm
- Step 3 : Display Result Page

**8. How can I update my DuitNow ID?**

You may change your receiving account for DuitNow via **AGRONet** and **AGRONetBIZ** by following steps:

- Step 1: Login to **AGRONet** or **AGRONetBIZ** website
- Step 2 : Click Fund Transfer > DuitNow Maintenance
- Step 2: User select DuitNow ID to be edited
- Step 3: If the current customer's DuitNow ID registered with other banks, **AGRONet** or **AGRONetBIZ** will redirect the page to switch bank.
- Step 4: User request TAC > Key in TAC number > Confirm
- Step 5: Display Result Page

**9. How do I suspend my DuitNow ID?**

You may suspend your DuitNow ID via **AGRONet** and **AGRONetBIZ** by following below steps:

- Step 1: Login to **AGRONet** or **AGRONetBIZ** website
- Step 2 : Click Fund Transfer > DuitNow Maintenance
- Step 3 : Click suspend button for selected DuitNow ID
- Step 4: User request TAC > Key in TAC Number > Confirm
- Step 5: Display Result Page

**10. How long is the processing time for payments made via DuitNow?**

DuitNow transaction will be processed immediately.

**11. What is the maximum daily transaction limit for DuitNow?**

The maximum daily transaction limit is **RM 500,000.00** for **AGRONetBIZ** while **RM50,000.00** for **AGRONet** user.

**12. How much are the transaction charges for DuitNow?**

<b>Fee (RM) per transaction</b>	<b>Transaction Amount (RM)</b>
RM0.00 (Waived)	Below RM 5, 000.00
RM0.50	RM 5,000.00 and above

**13. Can I make fund transfer not using registered DuitNow ID?**

Yes can. Under DuitNow service, there is an option for customer to make fund transfer using recipient Bank's Account number by following below steps:

Step 1 : Login to **AGRONet** or **AGRONetBIZ** website

Step 2 : Click Fund Transfer

Step 3 : Click New Fund Transfer > Select DuitNow from Transfer Type drop list.

- Key in transfer amount > Select Account Number from DuitNow ID Type drop list

Step 4 : Key in other details > Click Next

Step 5 : Click Request TAC > Key in TAC number > Click Confirm

Step 6 : Display Result Page