



FREQUENTLY ASKED QUESTIONS

'DuitNow Request'

Glossary

1.	Requestor	A person who sends a payment request to a Payer.
2.	Payer	A person who makes the payment based on the requested amount by the Requestor.

	QUESTION	ANSWER
1.	What is 'DuitNow Request'?	'DuitNow Request' is a service that allows Requestor (both individuals and businesses) to send digital payment request to collect funds from a Payer. DuitNow Request service is available via e-Wallet, Internet and Mobile Banking.
2.	Who can use 'DuitNow Request'?	All new and existing customers of Agrobank can use "DuitNow Request" using our Internet and Mobile Banking.
3.	Why DuitNow Request?	With DuitNow Request, customer can request for money instantly on a 24/7 basis through mobile numbers, NRIC numbers, business registration numbers or bank account numbers. You can request for funds instantly anytime, anywhere.
4.	How can customer request payment by using DuitNow Request?	Login AGRONet/ AGRONetBIZ or AGRONet Mobile and make a DuitNow Request to one of the payer's IDs below: a. Mobile number b. NRIC number c. Passport number d. Business registration number (only Suruhanjaya Syarikat Malaysia -registered businesses) e. Bank Account number
5.	How to initiate DuitNow Request?	DuitNow Request is currently available at AGRONet, AGRONet Mobile and AGRONetBIZ under DuitNow menu. DuitNow> DuitNow Request
6.	Does customer require to register for DuitNow Request?	No registration is required to make a DuitNow Request.
7.	Where does customer view list of Incoming DuitNow Request?	Customer may view the list at Incoming DuitNow Request in DuitNow > DuitNow Request > Incoming Request Five (5) latest Incoming DuitNow Request will be displayed at home page.
8.	What should Payer do when receive an Incoming DuitNow Request?	Payer can pay the DuitNow Request and the payment will be credited to the Requestor's account. Payer may also reject the Incoming DuitNow Request or forward the request to other DuitNow ID or Account Number.
9.	Can Payer reject a DuitNow Request?	Yes. Payer can reject the DuitNow request.
10.	How many DuitNow Request can Requestor send?	Requestor may send up to 20 DuitNow Requests and pending Payer's action at any given time. After sending the 20th DuitNow Request, Requestor will need Payer to act on the pending DuitNow Request if Requestor want to send a new request.



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11.	How quickly does DuitNow Request transfer occurs?	DuitNow Request transfers occur immediately, and Requestor will usually receive money in their bank account instantly upon the Payer's approval.
12.	Will Payer be notified once payment has been made?	Yes. Payer will receive a DuitNow Request notification from their Internet/Mobile Banking or e-Wallet. Once the DuitNow Request has been reviewed and approved by the Payer, funds will be credited to Requestor's bank account immediately.
13.	Would customer be charged for using DuitNow Request?	<p>AGRONet & AGRONet Mobile</p> <ul style="list-style-type: none"> - Free <p>AGRONetBIZ</p> <ul style="list-style-type: none"> - Free
14.	What is the type of account that can be used to pay to Requestor?	All types of banking accounts can be used to pay except term deposit accounts. This includes all types of conventional and/ or Islamic savings accounts, current accounts, investment accounts, virtual internet accounts, and e-Wallet accounts.
15.	What is the daily amount transaction limit for a customer?	<p>Daily transaction limit:</p> <p>AGRONet</p> <ul style="list-style-type: none"> - Up to RM50,000 <p>AGRONet Mobile</p> <ul style="list-style-type: none"> - up to RM10,000 <p>AGRONetBIZ</p> <ul style="list-style-type: none"> - Based on company limit set up. <p><i>Notes: DuitNow Request Payment limit is sharing with DuitNow Transfer limit.</i></p>
16.	How long is the valid period of DuitNow Request?	The expiry date of the payment request will be displayed to both Requestor and the Payer.

If the Customers have any enquiries or require any assistance, please refer to our **Contact Centre 1-300-88-2476** or email vbopssupport@agrobank.com.my