



FREQUENTLY ASKED QUESTIONS

GO CASHLESS, GROW YOUR BUSINESS WITH AGRONETBIZ CAMPAIGN

NO.	QUESTION	ANSWER
1	Who is the organizer of this Campaign?	This Campaign is organized by Agrobank
2	Why is this Campaign named "Go Cashless, Grow Your Business with AGRONetBIZ DuitNow QR?"	This Campaign encourages merchants dealing in all types of Halal food, beverages, or goods from Islamic perspective to upgrade their businesses from traditional (cash) payment methods to cashless transactions.
3	How long this AGRONetBIZ Campaign run?	This Campaign will run from 15 OCTOBER 2024 until 14 JANUARY 2025
4	What is the concept of this Campaign, and is it Shariah compliant?	<p>The Shariah concept of this Campaign is Hibah Mu'allaqah (Conditional Gift).</p> <p>Based on the Hibah Mu'allaqah principle, Agrobank will provide gifts to customer who successfully fulfil all the Terms and Conditions set by Agrobank and are identified as winners.</p>
5	Who is eligible to participate in this AGRONetBiz Campaign?	<p>This Campaign is open to all new and existing Agrobank customer (merchant) across Malaysia engaged in various halal food, beverages and goods businesses from an Islamic perspective, and who comply with the Terms and Conditions of the Campaign.</p> <p>Agrobank employees are not eligible to participate in this Campaign. However, this Campaign is still open to family members and relatives of Agrobank employees.</p> <p>Eligibility in terms of age and other matters is subject to the Terms and Conditions for the products involved in this Campaign</p>



6	How can I participate in this Campaign?	<p>1. Customer is required to open a Non-Individual AgroPerdana-i PLUS savings account and register:</p> <p>I. Business Internet Banking (AGRONetBIZ)</p> <p>II. Agrobank QR Merchant</p> <p><i>Note: Registration of AGRONetBIZ and Agrobank QR Merchant must be done at the nearest Agrobank branch.</i></p> <p>2. Customer need to receive payments through Agrobank DuitNow QR during the Campaign Period to earn participation points, qualifying for the lucky draw of the Campaign.</p>						
7	How do I obtain a chance to win a Prize for this AGRONetBIZ Campaign?	<p>a) Customer (Merchant) is required to use the Agrobank QR Merchant generated from the AgroPerdana-i PLUS Non-Individual account to receive cashless payments during the Campaign Period.</p> <p>b) For every 10 DuitNow QR transactions received from customers, merchant will earn one (1) Entry Point.</p> <p>c) New Merchants and Reactivated Merchants who resume the use of DuitNow QR will each receive a one-time Bonus Entry Point determined by the following criteria:</p> <table><tr><th>Criteria</th><th>No. of Entries</th></tr><tr><td>New Merchants: i. Opening on AgroPerdana-i PLUS account ii. Register Business Internet Banking (AGRONetBIZ) iii. Register Agrobank Merchant QR iv. Receive 1st DuitNow QR transaction for the first time</td><td>3 (one-off)</td></tr><tr><td>Reactivated Merchants*: Reactivate the Agrobank Merchant QR and use it as a cashless payment method throughout the Campaign Period</td><td>5 (one-off)</td></tr></table> <p><i>*Reactivated Merchants means merchants who have not made any transaction within three (3) months prior to the Campaign Period.</i></p>	Criteria	No. of Entries	New Merchants: i. Opening on AgroPerdana-i PLUS account ii. Register Business Internet Banking (AGRONetBIZ) iii. Register Agrobank Merchant QR iv. Receive 1st DuitNow QR transaction for the first time	3 (one-off)	Reactivated Merchants*: Reactivate the Agrobank Merchant QR and use it as a cashless payment method throughout the Campaign Period	5 (one-off)
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		<p>d) Customer is required to visit the nearest Agrobank branch to generate the Agrobank QR Merchant from the opening of the AgroPerdana-i PLUS account, whether it's an existing account or new account.</p> <p>e) The more transactions received, the higher the chances of winning the main prizes of the Campaign.</p>																
8	What prizes are offered through this AGRONetBIZ Campaign?	<table><tr><th>Prize Category</th><th>Accumulated Entry Point</th><th>Prize</th><th>No. of Winner</th></tr><tr><td>Grand Prize</td><td>50 and above Entry Points</td><td>RM5,000</td><td>2</td></tr><tr><td>First Prize</td><td>30-49 Entry Points</td><td>RM2,000</td><td>5</td></tr><tr><td>Consolation Prize</td><td>29 and below Entry Points</td><td>RM500</td><td>20</td></tr></table>	Prize Category	Accumulated Entry Point	Prize	No. of Winner	Grand Prize	50 and above Entry Points	RM5,000	2	First Prize	30-49 Entry Points	RM2,000	5	Consolation Prize	29 and below Entry Points	RM500	20
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9	Can I win more than one (1) prizes in this AGRONetBIZ Campaign?	Winners are only eligible to win only one (1) prize for this Campaign.																
10	How will customer be informed if they are selected as winners of this Campaign?	Names of winners will be published on Agrobank's official website at www.agrobank.com.my . Winners will be contacted using the latest information provided to the Agrobank through telephone calls, with a minimum of three (3) call attempts. If the winner is unable to be reached after the calls have been made, the Bank reserves the right to offer the won prize to a reserve winner.																
11	Are winner allowed to exchange the prize obtained with other forms of goods?	Winner is not allowed to exchange the Prize obtained for other forms of goods and the Prize won cannot be transferred to third parties.																
12	Who should I contact if I need further clarification or additional questions regarding this AGRONetBIZ Campaign?	<p>Customer may contact Agrobank through the following mediums:</p> <ul style="list-style-type: none">• Contact the Agrobank Call Center at 1-300-88-2476 or;• Visit the official Agrobank's website at www.agrobank.com.my; or;• Visit the nearest Agrobank branch.																