

DuitNow Frequently Asked Questions

Corporate Internet Banking (CMS)

1. What is DuitNow?

DuitNow is a real-time online fund transfer service that allows you to transfer funds to your beneficiary by entering their DuitNow ID instead of an account number.

2. What is DuitNow ID?

DuitNow ID is a *unique identifier* which you need to register and link to your bank's account number as the receiving account. You may choose any of the following *unique identifier* for registration -

- Mobile Number;
- National Identity Card numbers (NRIC);
- Police/Army Number;
- Passport Number; and
- Business Registration Number

Instead of entering the account number, you can now direct transfer using any of the beneficiary's DuitNow ID listed above.

However, for Corporate Internet Banking (CMS), the only available **identifier** is Business Registration Number.

3. How to register DuitNow ID?

To register DuitNow ID, please follow the following steps: -

- Login to Corporate Internet Banking (CMS), and select Fund Transfer.
- Go to DuitNow ID Registration
- Select the DuitNow ID and choose the receiving account number thereafter complete the transaction for approval.
- CMS Approver logs in and select DuitNow Authorization for approval.
- Once approved, you may now share your DuitNow ID with your payer.

4. What types of account can be registered for DuitNow?

At the moment, only Current Account can be registered for DuitNow.

5. How do I know my registration for DuitNow is successful?

Once your DuitNow registration is successful, the Bank will notify the Approver via email that has been registered. Alternatively, you may check at the DuitNow ID Registration link.

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

No, each **identifier** is unique, hence can only be registered to one account, regardless of whether the accounts are from the same bank or different banks.

7. I want to transfer fund to my beneficiary. How do I to proceed?

To transfer fund, all you need to have are an active Corporate Internet Banking (CMS) account and your beneficiary's DuitNow ID. DuitNow registration is not required. Below are the steps: -

- Login to Corporate Internet Banking (CMS) and select Fund Transfer.

- Go to Open DuitNow.
- Select and key in your beneficiary's DuitNow ID together with all the required details
- Complete the transaction for Approval.
- CMS Approver logs in and select the transaction in the Approval Link for approval.
- The fund transferred will instantly be reflected in your beneficiary's bank account.

8. How to ensure the DuitNow ID entered for Fund Transfer belongs to the right recipient?

Corporate Internet Banking (CMS) will display both DuitNow ID and account holder's name. Please verify the information shown before confirming the transfer.

9. How do I receive fund using DuitNow ID?

To receive fund via DuitNow ID, you need to do a one-time registration through Corporate Internet Banking (CMS) to link your Bank's account with your unique **identifier** by following the steps mentioned in No 3.

10. My DuitNow ID has been linked/registered with other bank's account, can I switch to KFH Malaysia?

Yes. You may switch your DuitNow ID registered with other Banks to KFH Malaysia. Below are the steps: -

- Login to Corporate Internet Banking (CMS) and select Fund Transfer.
- Go to DuitNow ID Maintenance
- Select your Bank Name to proceed with the update/switching
- Complete the transaction for Approval.
- CMS Approver logs in and select DuitNow Authorization for approval.
- Once approved your DuitNow ID is now linked with your KFH Malaysia Account.

11. I decided not to receive fund through my DuitNow ID anymore. What should I do?

There are two options, you may Deactivate or Deregister your DuitNow ID. Below are the steps: -

- **Deactivate (Inactive)**
 - Login to Corporate Internet Banking (CMS) and select Fund Transfer.
 - Go to DuitNow ID Maintenance
 - Select your DuitNow which is registered to KFH Malaysia and select Inactive button.
 - Complete the transaction for Approval.
 - Approver logs in and select DuitNow Authorization for approval.
 - Your DuitNow ID is now inactive - *You may reactivate whenever you decided to do so.*
- **Deregister**
 - Login to Corporate Internet Banking (CMS) and select Fund Transfer.
 - Go to DuitNow ID Maintenance
 - Select your DuitNow which is registered to KFH Malaysia and click on Deregister button
 - Complete the transaction for Approval.
 - Approver logs in and select DuitNow Authorization for approval.
 - Your DuitNow ID is now deregistered - *You will need to re-register if you wish to use your **identifier** as DuitNow ID.*

12. How secure is DuitNow?

- You may access DuitNow within the safety and security of your bank's Internet Banking and Mobile Banking.
- Linking your **identifier** with your bank's account number is done only to allow you to receive DuitNow fund transfers.
- Other parties who knows your **identifiers** can only use it for direct payments to you. They cannot access your bank account using your **identifiers**.

13. Will my data be kept private?

Your personal data kept with the banks is protected under the secrecy provisions of the Financial Service Act 2013. In addition, your bank shall comply with the provisions under Personal Data Protection Act 2010.

14. Who can I contact if I have further questions or concerns on DuitNow?

You may contact KFH Malaysia Contact Centre via 1300 888 KFH (534) anytime from 8.00am to 8.00pm daily.