

## DuitNow ID Pre-Registration FAQ

### 1. What is DuitNow?

DuitNow is a new way to pay and receive money instantly **via the HSBC Personal Internet Banking and the new HSBC Malaysia Mobile Banking app**. With DuitNow, you can make payments to easily remembered identifiers such as Mobile Numbers, National Registration Identity Card numbers (NRIC), Passport numbers (non-Malaysians only), Business Registration numbers or Army/Police numbers. **DuitNow** is brought to you by **PayNet** and participant **banks in Malaysia**.

### 2. Why should I use DuitNow?

DuitNow is **fast, secure, and free!**

With DuitNow, you no longer have to share your bank or account number to receive payments. For example:

- Your friends and relatives can pay you easily using your mobile number.
- Businesses and the government can disburse payments to you using your NRIC

Funds are credited instantly into your bank account, and the DuitNow service is available 24x7.

### 3. Do I need to register for DuitNow?

To make DuitNow payments, you do not need to register.

To receive DuitNow payments via your mobile number, NRIC number or Passport number (non-Malaysians only), you'll need to do a one-time registration through HSBC Personal Internet Banking or the new HSBC Malaysia Mobile Banking app to link your bank account with your mobile number, NRIC or Passport as DuitNow ID.

### 4. Why do I receive pre-registration SMS notifications from HSBC Bank regarding DuitNow?

For your benefits and convenience, we will be pre-registering your Mobile Number as DuitNow ID of your HSBC account as communicated in our SMS notifications to you (your account will be selected based on the highest type of active **MYR deposit account** with us). With a DuitNow ID, it allows money to be credited seamlessly into your bank account via DuitNow.

### 5. Are all banks doing this linking or pre-registration on my behalf?

Participant banks are doing pre-registrations for DuitNow using either an 'opt-in' or 'opt-out' approach. "Opt-in" involves customers taking action to explicitly register, indicating their intention "*I want to be in.*"

"Opt-out" involves bank will be pre-registering the customers, unless the customer indicates "*I want to be out.*"

HSBC Bank is taking an "opt-out" approach. Hence, if you received SMS notifications informing you that your mobile number will be pre-registered as DuitNow ID of your account with us as mentioned in the SMS that means we will submit pre-registration requests to PayNet unless you choose to opt-out from this registration by 30 November 2018.

## **6. Why are banks taking different approaches to pre-registration, with some banks doing 'opt-in' and others doing 'opt-out'?**

Banks are taking different approaches to pre-registration in accordance with their respective terms & conditions. HSBC Bank is taking the 'opt-out' approach to pre-register selected groups of customers. The approach is based on the existing terms & conditions (T&C) HSBC bank account and/or HSBC Personal Internet Banking service.

## **7. What fees do I have to pay if I'm automatically pre-registered?**

There are no fees to receive payments via DuitNow.

No fees are charged for DuitNow fund transfer via HSBC Personal Internet Banking or the new HSBC Malaysia Mobile Banking app.

## **8. I received 'opt-out' pre-registration messages / SMS notifications from several banks. What should I do?**

One identifier such as mobile number, NRIC or Passport number can only be registered and linked to one account from one bank.

We encourage you to register your mobile number as DuitNow ID with HSBC Bank and you can 'opt-out' from other banks if you do not want the other accounts to be linked to your Mobile Number.

## **9. What if I ignore all the 'opt-out' messages from my banks?**

If the pre-registration message / SMS notification is from your preferred bank and account, you do not need to take any action and you will be pre-registered on 1 December 2018.

If you ignore all the messages from your banks, and if all banks are using the same identifiers such as mobile number, you will be registered with one of the banks that sent you the pre-registration messages (i.e. your mobile number will be registered as DuitNow ID of an account with one of the banks). The DuitNow ID pre-registration applications submitted by all participant banks will be processed by PayNet on a first come first served basis, so the first bank that completes the submission will be registered successfully by PayNet. Only bank who successfully completes the registration first will notify you.

## **10. I received 3 'opt-out' messages on pre-registering my mobile number as DuitNow ID from 3 different banks? What happens if I 'opt-out' for 1 of the banks, and take no action for the other 2 banks?**

Both banks which you did not opt-out will submit pre-registration applications to PayNet. Your bank account in 1 of these 2 banks will be linked to your mobile number. The pre-registration submissions will be processed by PayNet on a first come first served basis, so the first bank that completes the submission will be registered successfully. Only bank who successfully completes the registration first will notify you.

## **11. I have 3 accounts with HSBC bank. How did HSBC bank select which account to link to my mobile number during the 'opt-out' pre-registration?**

Your account will be selected based on the highest type of active **MYR deposit account** with HSBC Bank as communicated in the SMS notification to you.

## **12. How long do I have to 'opt-out'?**

You have until 30 November 2018 to 'opt-out' from the date you received the pre-registration SMS notification.

To opt out, please complete the e-form (DuitNow ID Pre-Registration Opt-Out Form) available at the link provided in our SMS notification or visit <https://www.hsbc.com.my/ways-to-bank/duitnow/> and select 'Click to Opt-Out'.

## **13. How do I know if my registration for DuitNow ID is successful with HSBC Bank?**

Once your DuitNow registration is successful, we will notify you via SMS notification.

## **14. How do I know if my registration for DuitNow ID is unsuccessful with HSBC Bank?**

You will not receive any notification for unsuccessful registrations. This is to avoid customers from getting multiple unsuccessful messages from participant banks which may be confusing.

## **15. Can I change the bank account and bank linked to my mobile number in the future?**

Yes, you may do so from 8<sup>th</sup> of December 2018 onwards. You may link your mobile number, NRIC or Passport number with any of your bank accounts at any participating bank who has launched the DuitNow service.

You can do so via your preferred bank's Internet or Mobile Banking, where you will be able to view, modify or change your DuitNow ID (e.g. your mobile number, NRIC or Passport number).

## **16. If I do nothing during the 30-day 'opt-out' period, can I still opt-out after I'm successfully registered?**

From 8<sup>th</sup> of December 2018 onwards, you may opt-out, link different account or use a different DuitNow ID via the HSBC Personal Internet Banking or the new HSBC Malaysia Mobile Banking app.

## **17. Can I register for DuitNow service even if I did not receive any messages from HSBC Bank?**

From 8<sup>th</sup> of December 2018 onwards, you may register for DuitNow service via HSBC Personal Internet Banking or the new HSBC Malaysia Mobile Banking app if HSBC Bank is your preferred bank for DuitNow service.

## **18. Can I register my mobile number, NRIC and Passport (for non-Malaysian only) as DuitNow ID to the same bank account?**

Yes, you may link multiple identifiers such as your mobile number, NRIC, and Passport (for non-Malaysian only) as DuitNow ID of the same bank account. However, each identifier can only be registered and linked to one bank account only. DuitNow payments directed to your registered DuitNow ID(s) will be credited into the bank account you linked with. Eg. Amy can link her NRIC and Mobile number to her premier account 305-XXXXX-XXX account, hence if someone were to transfer funds to Amy's NRIC or Mobile Number, the funds will be credited to her premier account 305-XXXXX-XXX.

## **19. Can I register my mobile number, NRIC and Passport (for non-Malaysian only) as DuitNow ID(s) to different bank accounts within HSBC bank?**

Yes, you may link your mobile number, NRIC, and Passport (for non-Malaysian only) to different bank accounts within HSBC bank. Each identifier can only be registered as DuitNow ID and linked to one bank account only. For example, if your mobile number is registered as the DuitNow ID for HSBC Premier

Account, the same mobile number cannot be used as DuitNow ID for any other account with HSBC Bank and/or other participant banks. Eg. Amy can link her NRIC to Premier account 305-XXXXX-XXX and link her mobile number to her Advance 303-XXXXX-XXX.

**20. Can I register my mobile number, NRIC and Passport (for non-Malaysian only) as DuitNow IDs to the different bank accounts in different banks?**

Yes, you may link your mobile number, NRIC, and Passport (for non-Malaysian only) to different bank account each in different banks. Likewise, the same identifier cannot be used as DuitNow ID for more than one bank account. Eg. Amy can link her NRIC to her HSBC premier account 305-XXXXX-XXX and mobile number to other banks.

**21. How secure is DuitNow?**

You access DuitNow within the safety and security of HSBC Internet Banking and Mobile Banking. Your registration of a DuitNow ID (e.g. Your mobile number, NRIC or Passport number) that links to your account allows you to receive DuitNow fund transfers via your DuitNow ID. Other parties who know your DuitNow ID can only use your DuitNow ID to transfer payments to you. They cannot access your bank account using your DuitNow ID.

**22. Will my data be safeguarded?**

We view your personal data and privacy seriously. The purposes for which your data may be used and processed shall comply with our Notice relating to the Personal Data Protection Act 2010, which is available at <https://www.hsbc.com.my/content/dam/hsbc/my/docs/privacy-and-security-pdpa-notice.pdf>

**23. Who can I contact if I have further questions or concerns?**

You may contact HSBC call center at 1300 88 1388 or visit your nearest branch.

# HOW TO DuitNow?

DuitNow allows you to transfer funds by just keying in the mobile number or NRIC of the recipient



Banks are adopting 2 pre-registration methods depending on their terms & conditions with customers



## OPT-IN METHOD

Customers indicate "I want to be in"



## OPT-OUT METHOD

Customers indicate "I want to be out"



## DuitNow is SAFE

Accessible only within secure Internet Banking & Mobile Banking of your banks



## Sharing Your Mobile No. is SAFE

Mobile numbers will only be used to receive payments

## Your data is SAFE

Protected under secrecy provisions of Financial Services Act 2013 and safeguarded with stringent controls at banks