



## Frequently Asked Questions on e-Payment

### **1. Why should I choose to receive funds via e-Payment?**

- **Faster** – funds are available on the same day or latest by the following day of payment date. *(Please refer to point no. 7).*
- **Convenient** – payments are credited directly into your bank account. No hassle of driving to the bank.
- **Safer** – misplaced, lost, fraud or expired cheques will no longer be an issue.

### **2. Will there be any registration fees imposed if I want to opt for the e-Payment?**

No, you can enjoy the service free of charge.

### **3. What do I have to do to receive funds via e-Payment?**

You are required to provide your bank account information via any of the following:

- Proposal form when you first apply to participate in a product or
- Endorsement form if you are already a certificate holder or,
- Claim/Surrender/Partial Withdrawal forms or,
- Login to *myTakaful* Customer portal.

Note: Where applicable, the above forms must be submitted with other required supporting documents for further action.

### **4. What are the required supporting documents if I choose to register for the e-Payment?**

The following original documents are required for verification purposes:

- NRIC, passport, or other acceptable identification documents. Please ensure that the IC number provided for this purpose is the same one used to open your bank account; and
- A (a) bank statement; OR (b) bank account passbook; OR (c) bank slip; (d) details of your account printed from your bank's website that has been certified by your bank; OR (e) letter from your bank confirming your bank account details.

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### **5. Is there any restriction on the type of bank account that can be assigned for the e-Payment?**

You can assign any of your existing active savings or current account held under your name or in the case of a joint account that has your name as one of the account holders. The savings or current account must be maintained with one of the financial institutions offering a MEPS Inter-Bank GIRO (IBG) service. Please refer to the following website for a current list of the IBG members <http://www.paynet.my/interbank-GIRO/banks-tpa.html>

### **6. Can I change my bank account information?**

Yes, you are allowed to change your bank account details by logging in the *myTakaful* Customer Portal and update your new bank account.

### **7. When will my bank account be credited?**

Payment will be made electronically into your bank account as soon as your payment has been approved. Generally, funds will be made available in your bank account within the same day of payment or a day after. However, if your bank account is not credited within 5 working days, please contact our customer service number at **1-300 88 252 385** or email to [csu@takaful-malaysia.com.my](mailto:csu@takaful-malaysia.com.my) to check on the payment status.

### **8. Will I be notified once the payment has been made?**

You are encouraged to provide your email address to receive an electronic notification. The email notification is to alert you that the payment has been made. The success of the payment is subject to several requirements, including providing the correct email address to Takaful Malaysia. Please check your bank account for payment status.

### **9. How will my bank account information be used and will it remain confidential?**

Your bank account details and other related information:

- Will be used solely for the purpose of enabling payments to be credited directly into your bank account; and
- Is protected under the Islamic Financial Services Act 2013 (IFSA) that strictly prohibits the disclosure of such information to any person unless the customer or his personal representative has given written permission. It should be noted that by signing the relevant form to provide your bank account information, you will be authorising the disclosure of your bank account information to parties' necessary to affect a payment to you e.g. insurance company, financial institutions.

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### **10. What will happen to funds that cannot be credited into my bank account?**

If funds cannot be credited into your bank account due to, for example, incorrect bank account number, closed or inactive bank account, you will be contacted by our Customer Service Unit to validate your bank account details. However, this may lead to unnecessary delay in the payment process. To avoid this issue, please ensure that your bank account is correct and active. Please contact our customer service number **1-300 88 252 385** or email to [csu@takaful-malaysia.com.my](mailto:csu@takaful-malaysia.com.my).

### **11. Do I need to provide my bank account information separately for e-Payment for each of my certificate if I have more than one certificate?**

No. Please provide only 1 account number for all your certificates to facilitate all the payouts.

### **12. I have previously received payment and already provided my bank details. Do I need to re-submit all the bank supporting details every time I submit a claim or request for other payment?**

You will not be required to inform us every time you make a claim or request for payment. However, you must always remember to update your account details if there are any changes.

### **13. Is it compulsory for an applicant/claimant to fill up the bank account section of the forms mentioned in point no. 3? What if I do not wish to reveal my banking details – how do I get paid?**

In support of Bank Negara Malaysia's initiative to accelerate migration to e-Payment, Takaful Malaysia will only use e-Payment as mode of payment to customers. Hence, you are advised to provide your bank account information

### **14. I am a foreign worker. I do not have a bank account. Can I authorize payment to my employer's bank account?**

It is advisable for an employee, either a Malaysian or a foreign worker to open a bank account for enabling payments to be credited directly into his or her bank account.

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