

AGROBANK Web Online Account Opening Frequently Asked Questions (FAQ)

No	Question	Answer												
Get to know Web Online Application Opening (WOAO)														
1.	What is Agrobank Web Online Account Opening (WOAO)?	<p>AGROBANK WEB ONLINE ACCOUNT OPENING (WOAO) is an electronic platform which helps Customer to establish relationship with the Bank. This service is offered to the New and Existing Customer via the Bank Corporate Website at www.agrobank.com.my and available from 4.01 AM until 12:00 AM Malaysia time.</p> <p>With this service, Customer can save time by opening via online. This will reduce queuing at the Bank’s branches. Saving time for waiting, hassle free on form filing.</p> <p>Customer is required to refer to the Terms & Conditions for Deposit and Product Disclosure Sheet made available in the Bank Corporate Website at www.agrobank.com.my.</p>												
2.	How do I apply for the Agrobank WOA?	To apply for WOA, you are required to visit Agrobank Corporate Website at www.agrobank.com.my and click on “Web Online Account Opening” under the “Digital Banking” menu.												
3.	Who is allowed to open an account via WOA	<p>This service is available to Malaysian citizens aged 18 and above, who hold a valid MyKad. It is open to both new and existing customers of the bank.</p> <p>Please note that MyTentera, MyKid, and MyPR are not accepted.</p>												
4.	What are the types of accounts are allowed to open via WOA and the minimum initial deposit amount?	<table><tr><th>Type of Account</th><th>Minimum Deposit Amount</th></tr><tr><td>Saving / Giro</td><td></td></tr><tr><td>i. AgroTani-I PLUS</td><td>RM20.00</td></tr><tr><td>ii. AgroPerdana-i</td><td>RM20.00</td></tr><tr><td>Term Deposit</td><td></td></tr><tr><td>AgroPrimaS</td><td>RM 500.00</td></tr></table>	Type of Account	Minimum Deposit Amount	Saving / Giro		i. AgroTani-I PLUS	RM20.00	ii. AgroPerdana-i	RM20.00	Term Deposit		AgroPrimaS	RM 500.00
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5.	How should I make the initial deposit payment	To make the initial deposit payment, you must use FPX and complete the payment through your own bank account registered with another bank in Malaysia.												
6.	What is the pre-requisite to open an account via WOA?	<p>Please ensure you have:-</p> <ul style="list-style-type: none">i. your mobile phone with a stable internet connectionii. your original MyKad with youiii. a brightly lit environmentiv. Own a bank account with another registered bank in Malaysia for deposit payment.												
7.	Can non-individual (corporations) use the WOA to open the account?	No, as the service is applicable to Malaysian INDIVIDUAL CUSTOMERS ONLY. It is not applicable to other than Individual customers.												

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8.	Can I open Joint Account or Trustee Account via WAO?	No. Only INDIVIDUAL ACCOUNT is offered via the WAO. Children, joint, trustee and non-individual account will not be offered.
9.	What type of information is required for me to open an account via WAO?	You are required to provide your general particulars, personal information, consent and payment details.
10.	Do I need to visit an Agrobank branch after opening an account via WAO?	No, you do not need to visit an Agrobank branch unless you wish to obtain a debit card for withdrawal and Internet Banking (AgroNet) activation purposes. If so, please visit the same branch you selected during the account opening process.
11.	Is there any cooling-off period before I can use my newly created account?	There is no cooling-off period. You can immediately use your newly created account for deposit purposes once it has been activated.
12.	How long will it take to complete the WAO application form?	The Bank strives to make banking convenient and easy. The Bank anticipate the WAO application will take anywhere within 10 to 15 minutes.
13.	How should I get my Debit Card after successful online account opening process?	<ul style="list-style-type: none"> i. Please note if you wish to get the debit card, you are required to visit the same branch selected during the account opening process. ii. There will be a fee for debit card issuance at the branch. iii. There is no debit card issuance or delivery upon completing the WAO
14.	Is there any charges or service fee to use WAO?	<p>There are no charges for using WAO.</p> <p>However, if the application fails, the initial deposit will be refunded to the customer's account, and the customer will be responsible for the following service charge:</p> <ul style="list-style-type: none"> i. RM0.10 as an Interbank Giro (IBG) service fee for any refund transaction (automatic or manual). <p>Please note that the initial deposit is not considered a fee for using WAO; it is simply a requirement for opening a deposit account.</p>
15.	Will I be notified when my account is successfully opened?	Yes, you will receive a notification via SMS confirming that your account has been successfully opened.
16.	Why did I receive a message to visit the branch after successful initial deposit payment?	<p>This might be due to: -</p> <ul style="list-style-type: none"> a. Background checking against the relevant laws. b. Unable to perform the initial deposit from another bank under your own name.

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17.	My initial deposit payment was successful; however I received a message to visit branch. Will the bank refund my initial deposit amount?	Yes, your initial deposit amount will be refunded to your account, but you are responsible for the following service charge: a. RM0.10 as an Interbank Giro (IBG) service fee for any refund transaction (automatic or manual).
18.	Do I need to bring along any relevant documents when visiting Agrobank branch?	Yes, you will need to bring the receipt of payment / reference number and required document which is MyKad, as per notified via SMS/email.
19.	Does the account opened via WAO subject to any profit payment?	The hibah/profit calculation (if any), shall start be calculated from the date an account is created and activated.
20.	Will I receive regular statements on online account?	Yes. WAO will be statement-based account. For saving accounts you will receive a paper statement as scheduled via the postal mail. You may also view the e-Statement. Please take advantage to register the Bank internet banking platform – AGRONET for free statement service.
21.	Who should I contact with further questions?	If you have further questions, please visit any of the Bank branches or kindly contact the Bank at: Agrobank, Customer Relationship Management, Bangunan Agrobank, Leboh Pasar Besar, Peti Surat 10815, 50726 Kuala Lumpur. Tel: 1-300-88-2476 Fax: 603-2691 7790 Email: customer@agrobank.com.my