

FREQUENTLY ASK QUESTIONS

'DuitNow Auto Debit Consent Registration and DuitNow Auto Debit'

Glossary

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Merchant	A business entity who sends DuitNow Auto Debit request
You	A person who makes the payment based on the requested amount by the Merchant

NO	QUESTION	ANSWER
1.	What is DuitNow Auto Debit?	A service that allows merchants to automatically collect recurring payments from customers' bank accounts based on consent given by the customer.
2.	What is DuitNow Auto Debit Consent Registration?	DuitNow Consent Registration is the process where you authorize a merchant to automatically collect recurring payments from your registered bank account.
3.	How do I register Consent for DuitNow Auto Debit?	 There are three (3) options to perform Consent Registration for DuitNow Auto Debit as below: Register via our AGRONet or AGRONetBIZ website Register from merchant's website Merchant sends a consent request to you
4.	Are there any fee and charges for using DuitNow Auto Debit service?	No.
5.	How do I register Consent for DuitNow Auto Debit via Agrobank's Internet Banking?	Steps to register consent for DuitNow Auto Debit via Internet Banking are as below: Step 1: Login to AGRONet or AGRONetBIZ website Step 2: Click DuitNow Step 3: Click DuitNow Auto Debit Step 4: Click Auto Debit Registration Step 5: Key in the required details and click "Next" to confirm the transaction Step 6: For AGRONet, click "Request" to approve the transaction via AGROKey on AGRONet Mobile For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and click "Confirm" Step 7: Verify the result page
6.	How do I register Consent for DuitNow Auto Debit via Merchant's website ?	Steps to register consent for DuitNow Auto Debit Merchant's website are as below: Step 1: Go to merchant's website Step 2: Select "Agrobank" from the dropdown list Step 3: Login to AGRONet or AGRONetBIZ website Step 4: Select "From Account" from the dropdown list Step 5: For AGRONet, click "Request" to approve the transaction via AGROKey on AGRONet Mobile For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and click "Confirm" Step 6: System will be redirected to merchant's website
7.	Is there any expiry date for Consent request?	Yes.
8.	Can I reject DuitNow Auto Debit transaction request?	Yes, you can reject the DuitNow Auto Debit request as per steps below: - Step 1: Login to AGRONet or AGRONetBIZ website Step 2: Click DuitNow Step 3: Click DuitNow Auto Debit Step 4: Click Incoming Request Step 5: Click Pending List Step 6: Click Hyperlink to view the transaction details Step 7: Click "Reject" button Step 8: For AGRONet, click " Request " to approve the transaction via AGROKey on AGRONet Mobile For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and click "Confirm" Step 9: Verify the result page



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9.	Can I block DuitNow Auto Debit transaction request?	Yes, you can block DuitNow Auto Debit transaction request as per steps below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 2: Click DuitNow
		Step 3: Click DuitNow Auto Debit
		Step 5: Click Pending List
		Step 6: Click Hyperlink to view the transaction details
		Step 7: Click "Block" button
		Step 8: For AGRONet, click "Request" to approve the transaction via AGROKey on
		AGRONet Mobile
		click "Confirm"
		Step 9: Verify the result page
10.	Can I unblock DuitNow Auto Debit transaction?	Yes, you can unblock DuitNow Auto Debit transaction as per steps below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 2: Click DuitNow
		Step 3: Click DuitNow Auto Debit
		Step 5: Click Hyperlink to view the transaction details
		Step 6: Click "Unblock" button
		Step 7: For AGRONet, click "Request" to approve the transaction via AGROKey on
		AGRONet Mobile
		For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and click "Confirm"
		Step 8: Verify the result page
11.	Can I terminate a registered DuitNow Auto Debit?	Yes, you can terminate a registered DuitNow Auto as per steps below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 2: Click DuitNow
		Step 3: Click DuitNow Auto Debit
		Step 5: Click Hyperlink to view the transaction details
		Step 6: Click "Terminate" button
		Step 7: For AGRONet, click " Request " to approve the transaction via AGROKey on
		AGRONet Mobile
		For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and
		Step 8: Verify the result page
12.	How do I switch account for registered DuitNow Auto Debit?	Steps to switch account for registered DuitNow Auto Debit are as below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 2: Click DuitNow
		Step 3: Click DuitNow Auto Debit
		Step 4: Click Active List Maintenance Step 5: Click Hyperlink to view the transaction details
		Step 6: Select "Debiting Account" from the dropdown list
		Step 7: For AGRONet, click "Request" to approve the transaction via AGROKey on
		AGRONet Mobile
		For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and
		Step 8: Verify the result page





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NO	QUESTION	ANSWER
13.	How do I transfer a registered DuitNow Auto Debit from another bank?	Steps to transfer account for registered DuitNow Auto Debit from another bank are as below:
		Step 1: Login to AGRONet or AGRONetBIZ website Step 2: Click DuitNow
		Step 3: Click DuitNow Auto Debit Step 4: Click Active List Maintenance
		Step 5: Click Hyperlink to view the transaction details
		Step 6: Select "Debiting Account" from dropdown list Step 7: For AGRONet, click " Request " to approve the transaction via AGROKey on
		AGRONet Mobile For AGRONetBIZ scan the Transaction Signing Code via AGROSecure and
		click "Confirm"
		Step 8: Verify result page
14.	How do I suspend a registered DuitNow Auto Debit?	Steps to suspend a registered DuitNow Auto Debit are as below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 3: Click DuitNow Auto Debit
		Step 4: Click Active List Maintenance
		Step 5: Click Hyperlink to view the transaction details
		Step 7: For AGRONet, click " Request " to approve the transaction via AGROKey on AGRONet Mobile
		For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and click "Confirm"
		Step 8: Verify result page
15.	How do I activate a suspended Auto Debit?	Steps to activate a suspended DuitNow Auto Debit are as below:
		Step 1: Login to AGRONet or AGRONetBIZ website
		Step 3: Click DuitNow Auto Debit
		Step 4: Click Active List Maintenance
		Step 5: Click Hyperlink to view the transaction details
		Step 7: For AGRONet, click " Request " to approve the transaction via AGROKey on
		AGRONet Mobile For AGRONetBIZ, scan the Transaction Signing Code via AGROSecure and
		click "Confirm"
		Step 8: Verify result page
16.	What should I do if I am having issues with the DuitNow Auto Debit?	Should you require assistance, please call our Agrobank Contact Centre at 1-300-88- 2476 or email <u>customer@agrobank.com.my</u>
		Agrobank Contact Centre operating hour:
		Monday to Friday: 7 a.m. – 7 p.m.
		Jaturuay, Sunuay & Public Holluay. 9 a.m. – 7p.m.