

## **The Association of Banks in Malaysia**

### **FAQs on the 10 sen IBG Fund Transfer Campaign**

**1. What is the objective of the campaign?**

The objective of this campaign is to build greater awareness amongst the general public and to educate banking customers on Inter-bank Giro or IBG using internet or mobile banking, which is a fast, affordable and convenient way to transfer funds from one bank to another as well as to make payments to a recipient who is a customer of another bank.

**2. What are the activities planned for this campaign?**

ABM and its member banks will be working with Bank Negara Malaysia on a nationwide campaign to promote IBG through:-

- Road-shows
- Forums
- Print Advertisements
- Radio advertisements
- Online advertisements

In addition, individual banks will be running their own campaigns for e-payments with focus on IBG.

**3. Which banks presently offer IBG?**

There are presently 29 participating banks:

- 3.1 Affin Bank Berhad
- 3.2 Alliance Bank Malaysia Berhad
- 3.3 AmBank (M) Berhad
- 3.4 Bank of America Malaysia Berhad
- 3.5 Bank of Tokyo-Mitsubishi UFJ (Malaysia) Berhad
- 3.6 BNP Paribas Malaysia Berhad
- 3.7 CIMB Bank Berhad
- 3.8 Citibank Berhad
- 3.9 Deutsche Bank (Malaysia) Berhad
- 3.10 Hong Leong Bank Berhad
- 3.11 HSBC Bank Malaysia Berhad
- 3.12 Industrial and Commercial Bank of China (Malaysia) Berhad
- 3.13 J.P. Morgan Chase Bank Berhad
- 3.14 Malayan Banking Berhad
- 3.15 Mizuho Bank (Malaysia) Berhad
- 3.16 OCBC Bank (Malaysia) Berhad
- 3.17 Public Bank Berhad
- 3.18 RHB Bank Berhad
- 3.19 Standard Chartered Bank Malaysia Berhad
- 3.20 Sumitomo Mitsui Banking Corporation Malaysia Berhad
- 3.21 The Royal Bank of Scotland Berhad
- 3.22 United Overseas Bank (Malaysia) Bhd

- 3.23 Al Rajhi Banking and Investment Corpn. Bhd.
- 3.24 Bank Islam Malaysia Berhad
- 3.25 Bank Kerjasama Rakyat Malaysia Berhad
- 3.26 Bank Muamalat Malaysia Berhad
- 3.27 Bank Pertanian Malaysia Berhad
- 3.28 Bank Simpanan Nasional
- 3.29 Kuwait Finance House (Malaysia) Berhad

**4. How can IBG transactions be effected?**

For individual customers, there are three options depending on the bank concerned:

- Option 1 – Internet banking and mobile banking
- Option 2 – Over the counter of a bank branch
- Option 3 – in a limited way presently, Automated Teller Machines (ATMs)

**For corporate customers:**

Fund transfers can be made via internet banking or file transfers by a pre-agreed media such as CDs and diskettes or any other electronic means accepted by the bank concerned.

**5. Is there a maximum amount that can be transferred via IBG by individuals?**

- Over the counter and depending on the banks' terms and conditions, the maximum amount for each transfer is RM1 million provided the customer has the requisite funds in his account.
- Via Internet banking – the maximum amount in accordance with the individual banks' Internet banking terms and conditions ranges presently from RM5,000 to RM10,000. For corporate customers, please check with your bank as some banks do not set any limit for each transfer as long as the customer has the requisite funds in the company's account.

**6. What are the efforts initiated by the banks to promote IBG to their customers?**

Depending on the bank's business strategies, banks will –

- Engage with customers who issue high volume of cheques to migrate to e-payments
- Promote online banking to SMEs, Corporate and individual customers
- Offer special tariffs
- Disclose and publish online the banking tariffs on banks' websites and/or at branches
- Demonstrate the efficiencies that customers will enjoy should they migrate to e-payments

**7. How does one reconcile payments made and received via IBG?**

Information such as the recipient reference, senders' name and other payment details will be made available by 1 April 2014 by most banks to the recipient. The information will be shown on online and banking account statements if the information is provided by the sender at the point the IBG transaction is initiated.

**8. If one does not have any access to internet banking, what are the alternatives available?**

Our member banks will be providing self-service internet kiosks at relevant bank branches to facilitate convenient access to internet banking. Members of the public who do not have access to internet banking may go to the bank branches to use IBG via internet banking. Alternatively, you may visit the ATM to perform an InterBank Fund Transfer (IBFT). Some banks are working towards making IBG available on their ATMs presently.

**9. How would you address security concerns of members of the public in your promotion of internet banking and IBG?**

Banks have invested significant amounts on IT systems to ensure security and will continue to do so.

**10. What are the measures adopted to encourage users to migrate to e-payments?**

To motivate users to switch to electronic payments, Bank Negara Malaysia has made the e-payment transaction fee more cost effective to users while additional fees would be introduced for cheques to effectively drive payment behavioural change.

**11. What is the fee imposed for IBG transactions viz-a-viz cheques?**

- Effective 2 May 2013, the fee for IBG transactions done online via internet banking and mobile banking is a maximum of 10 sen. For corporate customers, banks are allowed to charge additionally for such value added services as may be agreed.
- Effective 2 January 2015, a new cheque processing fee of 50 sen per transaction will be imposed on all issuers of cheques. This fee is in addition to the 15 sen stamp duty levied per cheque leaf.

**12. When will the money reach the recipient's account?**

These are the cut-off times and fund availability for funds transfers:

	Payment via Internet Banking and Over the Counter (OTC)	Payment via ATM	*Expected Funds availability at beneficiary account	
Business Days (Mon – Fri)	Before 5:00 am	Before 4:00 am	Same business day	By 10:30 am
	5:00 am to 7:00 am	4:00 am to 6:00 am		By 1:00 pm
	7:01 am to 9:30 am	6:01 am to 8:30 am		By 3:00 pm
	9:31 am to 12:30 pm	8:31 am to 10:45 am		By 5:45 pm
	After 12:30 pm	After 10:45 am	Next business day	By 10:30 am
Non-Business Days (Saturday, Sunday and Federal Territory Public Holidays)			Next business day	By 10:30 am

The 29 participating banks have implemented the 4 clearing windows and the crediting time is within 2 hours. By the end of 2014, the cut off time for same day IBG payment will be extended from 12.30 pm to 5.00 pm.

**13. Can I transfer funds to any type of account in other banks?**

You can perform transfers to your own or 3rd party accounts at participating banks. The IBG fund transfer can be made to Savings, Current, Credit Card and Loan accounts.

**14. Can I use IBG to pay for my credit card and loans?**

Yes, via internet banking for most banks.

**15. Is IBG available 24 hours a day?**

The service is available 7 days a week, from 6.00am to 12.00am (midnight) via internet banking or mobile banking. However, processing of the IBG transfers will only be done on working days. Please refer to Q12 above.

**16. What are my other alternatives if I have more than RM10,000 to transfer?**

If you want to transfer more than RM10,000, you will have to do another transaction the next day, or please liaise with your respective bank.

**17. Do I need to pay the service fee each time I make a funds transfer?**

Yes, you will be required to pay the 10 sen service fee each time you make a funds transfer via internet banking or mobile banking.

**18. How can I inform the recipient that I have transferred money to his account?**

Notification will be sent to the recipient if:

- the bank provides the relevant field to input the email address; and
- the sender correctly inputs the recipient's email address in the relevant field.

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