

## Local bank transfer FAQ

1. How do I perform local bank transfers?
  - It can be done from the Merchtrade Money app. Click Remit > Local > select New Transfer to perform the local bank transfer.
2. How long is the processing time to credit into a bank account?
  - It will be processed immediately after the transaction is successful.
3. What are the transaction limits?
  - Maximum Daily limit is RM5,000.
4. What are the local bank transfer fees?
  - Will be waived until future notice.
5. How do I change my daily transaction limit?
  - Login to the app > click the side Menu > click Card Settings > click Bank Account Transfer Limit.
6. When will my new daily transaction limit be updated?
  - The new transaction limit will be updated immediately.
7. Can I add 'Favourites' for local bank transfers?
  - It can be done when you're performing a local bank transfer
  - After you have entered the amount and bank account details, you will be able to select the check box on the Review Transfer Details page to save the recipient details
  - After the transfer is successful, you will be able to view the recipient account details.
8. How do I delete my 'Favourites' for local bank transfer?
  - Swipe left on the 'Favourite' recipient account under my Favourites
  - Click the delete button
  - Click confirm when prompted
  - The recipient will be removed from the list.
9. Why was my local bank transfer rejected?
  - You may have entered the wrong recipient bank account details.
  - Please check & confirm the recipient bank account details before performing a transfer.
  - If the transfer is rejected again, please contact the recipient's bank for more information.
10. What should I do if I have transferred to the wrong account?
  - Please contact the recipient's bank to resolve the issue.

Important to note:

- You are required to verify the recipient's bank details before you confirm any transaction.
- The fund will be transferred instantly after payment has been made.

11. Why has my recipient not received the money I transferred?

- You can check your Recent Transactions in the app to verify if the fund has been transferred.
- If the recipient still has not received the payment, please contact our Customer Service for immediate assistance.

12. How long will it take to process my refund if the transaction failed?

- A refund will be issued immediately if the transaction fails.

13. Where can I check my local bank transfer transaction history?

- You can check it in the app. On the Home page, click Recent Transactions.
- You can also check in the e-Statement in the app.