

Online Bill Payments Must Be Made via JomPAY Bill Payment Only w.e.f. 6 November 2019

Effective 6 November 2019, all online bill payments must be made via JomPAY Bill Payment available on Citibank Online or Citi Mobile App. The existing Online Bill Payment feature will be discontinued and will no longer be available from the effective date. To avoid any interruptions in payment, start paying your bill(s) via JomPAY Bill Payment on Citibank Online or Citi Mobile App now.

Frequently Asked Questions

1. **Why is the Online Bill Payment feature being discontinued?**

It is part of Citi's effort to streamline bill payments for our customers as JomPAY offers more biller options and has become the main payment channel for majority of billers in the recent years.

2. **Is JomPAY free?**

Yes, JomPAY is absolutely FREE for customers who are making bill payment.

3. **I have previously added my biller as payee via Online Bill Payment, can the same payee be used for JomPAY?**

No, for JomPAY you are required to add a new payee for each biller via the following steps:

- a) Login to Citibank Online account at www.citibank.com.my
- b) Navigate to Payments & Transfers and select "JomPAY Ad hoc"
- c) Select your source account to make the payment (Citi Current, Savings or Credit Card account).
- d) Enter Biller Code and Reference No. which can be found on your bill in the Customer Reference Box.

Example of Customer Reference Box



Biller Code: 1234
Ref-1: 0124007552406

JomPAY online at Internet and Mobile Banking with your Current, Savings or Credit Card account

- e) Input the name of your biller in the Biller Details e.g.: “My TNB”
- f) Input the amount you wish to pay.
- g) Make sure to check the box to add payee to your payee list for future payments.
- h) Press “Next” to proceed to confirmation page.
- i) Press “Make This Payment” to complete the transaction once all the details displayed in the confirmation page are verified correct.

Screenshot of Citibank Online JomPAY Webpage

PAYMENTS & TRANSFERS

MAKE A PAYMENT & TRANSFER	Make A JomPAY Payment	Step 1 of 3: Provide Details
MULTIPLE PAYMENTS & TRANSFERS	From Account: <input type="text"/>	
MANAGE PAYEE LIST ▶	To Account: JomPAY	
MANAGE PAYMENTS & TRANSACTIONS ▶	Biller Code : <input type="text"/>	
JOMPAY ▼	Biller details : <input type="text"/>	
JomPAY Ad hoc	Ref-1 : <input type="text"/>	
Multiple JomPAY Payment	Ref-2 (if available) : <input type="text"/>	
DUITNOW ▶	Amount: (RM): <input type="text"/>	
	Payment Reference <input type="text"/>	
	<input checked="" type="checkbox"/> Would you like to add this payee to your Payee List? If not, please uncheck the box.	

4. Besides Citibank Online, can I use the Citi Mobile App for JomPAY Bill Payment?

Yes, JomPAY is available on both Citibank Online and Citi Mobile App. However you must first add new payee for JomPAY Bill Payment for each biller via Citibank Online as per above steps (Question 2). Once a biller is added, you can use the Citi Mobile App to make subsequent JomPAY payments to that particular biller.

5. Are all the billers currently available via the existing Online Bill Payment facility available on JomPAY as well?

All billers are available with the exception of the 8 billers below. You will need to make the necessary arrangements for alternative payment options to avoid any interruptions in payment.

- ECS ASTAR SDN BHD
- KDU UNIVERSITY COLLEGE SDN BHD
- MAJLIS PERBANDARAN MELAKA B. BERSEJARAH
- MAJLIS PERBANDARAN SEREMBAN
- TELETEL CORPORATION SDN BHD
- THE RAINTREE OF KUALA LUMPUR
- YTL COMMUNICATION SDN BHD
- ZITRON ENTERPRISE (M) SDN BHD

6. Do I have to register before making payments with JomPAY?

No registration is required before making payments with JomPAY. However you must first add new payee for JomPAY Bill Payment for each biller on Citibank Online as per above steps (Question 2). Once a biller is added, you can use the Citi Mobile App to make subsequent JomPAY payments to that particular biller.