

## Important Notice - Rebranding of Instant Transfer as DuitNow

Dear Valued Customers,

Effective from 19<sup>th</sup> January 2020, interbank 'Instant Transfer' will be rebranded as 'DuitNow' on the Citibank Online platform.

Subsequently customers can perform fund transfers instantly to account numbers via DuitNow in addition to performing fund transfers with DuitNow IDs (mobile number, NRIC number or passport number).

There will be changes to the user on-screen navigation on the Citibank Online platform.

For more details, please refer to the FAQ section below.

Note: Changes to the Citi Mobile® App will be announced soon.

### Frequently Asked Questions:

**1. Will there be any changes on the fees and charges?**

No, there will not be any changes to the fees and charges. Please refer to the 'DuitNow' fees and charges table on Citibank Malaysia's website available [here](#).

**2. What are the changes if I want to perform fund transfers to account numbers instantly on the Citibank Online platform?**

You can now find DuitNow fund transfer using account numbers under the 'DuitNow' tab and accessed via 'DuitNow Registered Payees Transfer'. Please refer to the screenshots below:

Figure 1.1: 'Instant Transfer' on Citibank Online platform **BEFORE** 19<sup>th</sup> January 2020

**PAYMENTS & TRANSFERS**

**MAKE A PAYMENT & TRANSFER** Step 1 of 3: Provide Details

**Transfer To Other Local Banks**

Please provide the following information.

To Account:  Click here to [Add a Payee](#)

From Account: Savings: XXXXXXXX RM XXX Available Now:

Amount: ( RM )

Transfer Date:  Instant Transfer

Today (\*refer to processing time below)

Future Date

Set Recurring Transfer

Figure 1.2: DuitNow Transfer to Account Number on Citibank Online platform **EFFECTIVE** 19<sup>th</sup> January 2020

**PAYMENTS & TRANSFERS**

**DUITNOW** Step 1 of 3: Provide Details

Manage DuitNow ID

DuitNow Transfer

**DuitNow Registered Payees Transfer**

MAKE A PAYMENT & TRANSFER

MULTIPLE PAYMENTS & TRANSFERS

MANAGE PAYEE LIST

MANAGE PAYMENTS & TRANSACTIONS

JOMPAY

**DuitNow To Registered Payees**

Please provide the following information.

To Account:  Click here to [Add a Payee](#)

From Account:

Amount: ( RM )

Transfer Date:  Instant Transfer

Payment Type: Select Your Payment Type

Recipient Reference

Payment Reference (Optional)