

## Important Notice - Rebranding of Instant Transfer as DuitNow

Dear Valued Customers,

Effective 19<sup>th</sup> January 2020, interbank 'Instant Transfer' has been rebranded as 'DuitNow' on the Citibank Online platform. The same change will take effect on 1<sup>st</sup> March 2020 for the Citi Mobile® App platform.

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

There will be changes to the user on-screen navigation on the Citibank Online platform and the Citi Mobile® App.

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

### **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**

MULTIPLE PAYMENTS & TRANSFERS

MANAGE PAYEE LIST

MANAGE PAYMENTS & TRANSACTIONS

JOMPAY

DUITNOW

**Transfer To Other Local Banks** Step 1 of 3: Provide Details

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**

Manage DuitNow ID

DuitNow Transfer

**DuitNow Registered Payees Transfer**

MAKE A PAYMENT & TRANSFER

MULTIPLE PAYMENTS & TRANSFERS

**DuitNow To Registered Payees** Step 1 of 3: Provide Details

Please provide the following information.

To Account:

[Click here to > Add a Payee](#)

From Account: Savings: XXXXXX RM XXX.XX Available Now:

Amount: ( RM )

Transfer Date:  Instant Transfer

**3. What are the changes if I want to perform fund transfers to account numbers instantly on the Citi Mobile® App?**

You can now find DuitNow fund transfer using account numbers under the 'DuitNow' icon and selecting the recipient's registered account number via 'DuitNow ID'. Please refer to the screenshots below:

Figure 2.1 'Instant Transfer' on Citi Mobile® App **BEFORE** 1<sup>st</sup> March 2020

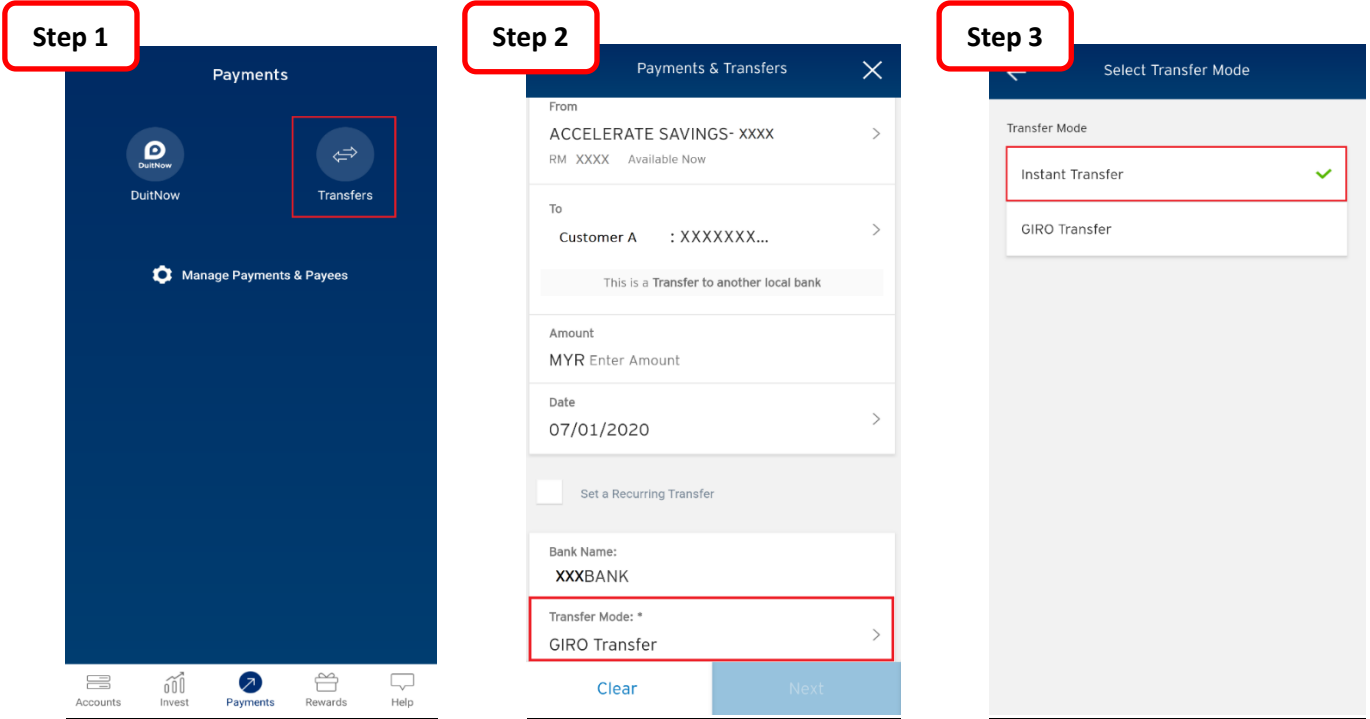


Figure 2.2 DuitNow Transfer to Account Number on Citi Mobile® App **EFFECTIVE** 1<sup>st</sup> March 2020

