

### **Frequently Asked Question (FAQs)**

#### **Online Foreign Transfer via i-Muamalat Retail Internet Banking (RIB) and Mobile Banking (MOB)**

1	<b>What is Online Foreign Transfer?</b>  Online Foreign Transfer is a secure banking service that allow customers to conveniently send funds to overseas accounts via i-Muamalat website and apps.
2	<b>Who is eligible to perform Online Foreign Transfer?</b>  All new and existing users of i-Muamalat Retail Internet Banking (RIB) and Mobile Banking (MOB) with active Current or Savings Accounts are eligible to use this service.
3	<b>What type of account is debited to perform Online Foreign Transfer?</b>  Bank Muamalat Savings or Current Account.
4	<b>What is the service fee charged?</b>  A flat fee of RM10 is charged for this service.
5	<b>Will the recipient be charged for this service?</b>  No, there is no service fee charged to the recipient for receiving funds from the applicant.
6	<b>What is minimum transaction limit for this service?</b>  The minimum transaction amount allowed to perform online foreign transfer is RM 250.
7	<b>What is maximum transaction limit for this service?</b>  The maximum transaction amount allowed for individual and Sole Proprietor to perform online foreign transfer is RM 50,000 per day.
8	<b>If I am a non-resident, is there a maximum transaction limit I can perform?</b>  The maximum transaction limit for non-residents is RM 10,000 per day.
9	<b>What currencies are supported under this service?</b>  The supported currencies are as EUR, AUD, IDR, GBP and USD.

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<b>10</b>	<b>What are the operating hours for the Online Foreign Transfer service?</b>
	Online foreign transfer service is currently available from 9.00 am until 4.00 pm every day (including weekend).
<b>11</b>	<b>How long does it take to credit the recipient's account after the transaction is done?</b>
	Online foreign transfers usually take between 1-5 business days to reach the recipient, depending on their country and any extra checks required by the Bank or the receiving bank.
<b>12</b>	<b>How do I know the exchange rate used for my Online Foreign Transfer transaction?</b>
	<p>Once you select the recipient's country, enter the transfer amount, and choose the currency, the applicable exchange rate will be displayed. The exchange rate will also be reflected on the transaction receipt upon completion.</p> <p>Alternatively, you may refer to <a href="#">BNM Exchange Rates</a> or other channels such as <a href="#">Investing.com</a>.</p>
<b>13</b>	<b>Can I cancel the transaction because I entered incorrect account number?</b>
	You can request to cancel or amend your transfer, but extra charges may apply. Hence, please ensure the details are correct before you proceed with the transaction.