

## Frequently Asked Questions (FAQ) – ONLINE SAVINGS ACCOUNT I (TAWARRUQ) VIA MAP

**1. WHAT IS ONLINE SAVINGS ACCOUNT I (TAWARRUQ) VIA MAP?**

Online Savings Account-i (Tawarruq) is the service provided by BMMB for the customer who wishes to apply for the opening of deposit account via online platform.

**2. WHO IS ELIGIBLE TO APPLY FOR SAVINGS ACCOUNT I TAWARRUQ USING THIS MAP?**

- New Customers to BMMB
- Individual applicant, Malaysian citizen (MyKad holder)
- Applicant is 18 years old and above

**3. WHAT TYPE OF ACCOUNT THAT CUSTOMER CAN CHOOSE TO OPEN?**

Individual Savings Account

**4. WHAT TYPE OF PRODUCT BEING OFFERED?**

Online Savings Account-i (Tawarruq)

**5. WHERE TO APPLY?**

You may apply via Muamalat Application Platform (MAP) at <https://map.muamalat.com.my> and select Deposit/Investment Account.

**6. WHERE CAN I GET THE PRODUCT INFORMATION PRIOR TO SUBMISSION?**

You are highly advised to read and understand the product information and Terms & Conditions in MAP at <https://map.muamalat.com.my> before applying for the product.

**7. HOW WILL I KNOW THAT THE APPLICATION IS SUCCESSFUL?**

You will receive notification via registered email

**8. HOW LONG WILL MY APPLICATION FOR SAVINGS ACCOUNT I (TAWARRUQ) WILL BE PROCESSED?**

The application will be processed within 3 working days after you have successfully submitted your application.

**9. WHAT ARE THE DOCUMENTS REQUIRED TO APPLY FOR THIS PRODUCT?**

MyKad

**10. WILL I RECEIVE EMAIL REMINDERS FROM BMMB?**

NO

**11. WHAT HAPPEN IF I DO NOT DEPOSIT MONEY?**

The account will be closed within 7 working days from the date of account creation

**12. WHO SHOULD I CONTACT FOR FURTHER QUESTIONS?**

Kindly contact our Customer Care at 03-2600 5500 or email to [feedback@muamalat.com.my](mailto:feedback@muamalat.com.my)