Frequently Asked Questions (FAQ)
Migration to New iBiz Muamalat

Select your preferred language: English / Bahasa

1. What is the New iBiz Muamalat?

   The New iBiz Muamalat is Bank Muamalat Malaysia Berhad's enhanced Corporate Internet and Mobile Banking platform. It offers improved functionality, stronger security, and broader payment capabilities tailored to meet modern business banking needs.

2. Why is Bank Muamalat Corporate Internet Banking migrating to the New iBiz Muamalat platform?

   The migration is part of a digital upgrade to provide:
   - A more intuitive user experience
   - Enhanced security and compliance
   - Expanded payment services
   - Mobile banking access
   - Better control and audit features
   - Multi-company and multi-user management
   - Future-ready integration for upcoming features

3. When will the migration begin?

   Migration will start progressively from November 2025. Customers will be notified in advance via their registered email or business address. Once the migration has taken effect, customers will receive a First Time Activation SMS to activate their New iBiz Muamalat access.

4. What should I do if I do not receive, lost, forgot the First Time Activation e-PIN (email or SMS) during migration?

   If the First Time Activation e-PIN (email or SMS) is not received, lost or forgotten during migration, please contact Customer Care Line +603-2600 5500 or email to ibiz@mumalat.com.my for assistance to request for the New First Time Activation e-PIN.

5. What should I do if my registered email address or mobile phone number is not updated?

   If your registered email address or mobile phone number is not updated, please complete the iBiz Maintenance Form to update your information. The form can be downloaded here: https://www.muamalat.com.my/downloads/consumer-banking/ibiz/iBiz-Maintenance-Form.pdf

   Once completed, please submit the form to the nearest Bank Muamalat branch. The update request will be processed within approximately three (3) working days.

6. What happens to the current iBiz Muamalat platform?

   The current platform **will be discontinued after 31st August 2026**. Customers are encouraged to migrate before this date to avoid service disruption.

7. Will the migration affect my existing banking agreement?

   No. The migration does not change your existing banking agreement or terms and conditions with Bank Muamalat Malaysia Berhad.

8. How will I know when it's my turn to migrate?

   You will receive an official communication from Bank Muamalat with details about your scheduled migration.

9. Can I request to migrate earlier?

Yes. If you wish to migrate or update your company/user profile before your scheduled date, please submit a migration request letter to your nearest Bank Muamalat branch. The sample of migration requests letter can be downloaded from this link : https://www.muamalat.com.my/downloads/consumer-banking/ibiz/Sample-of-Migration-Request-Letter.docx

10. Can I still use the old iBiz Muamalat after successfully migrated to New iBiz Muamalat?

Answer: Yes, you still can use the old iBiz Muamalat up to three (3) months from the date of migration for you to download the Bank Statement and other relevant information from the old iBiz Muamalat for your safekeeping while you are in the process to fully utilize the New iBiz Muamalat.

11. What are the key features of the New iBiz Muamalat?

The key features are as follows:

Enhanced User Experience
- Dashboard overview of balances and transactions
- Personalized shortcuts and templates
- Access to Bank Muamalat Economist Macro Insight
- FX Rates & Booked Rates view

Stronger Security & Compliance
- Device binding and adaptive authentication
- Dual authorization with granular user entitlements
- eToken QR Cronto Code/Mobile Authentication

Broader Payment Services
- DuitNow, JomPAY, RENTAS, IBG, LHDN, KWSP, SOCSO, EIS
- Fixed Term Account Placement/Withdrawal
- Cross Border Fund Transfer with document upload
- Payroll and Bulk Payments
- Business Credit Card Services

Mobile Banking for Business
- iBiz Mobile App (Android/iOS)
- Secure on-the-go payment approvals
- Real-time notifications

Better Control & Audit
- Full audit trail and dual control
- Limit-based approval matrix
- Exportable reports in Excel, CSV, and txt

Multi-Company & Multi-User Capability
- Manage multiple entities under one login
- Assign roles, access rights, and limits
- Seamless company switching

Future-Ready Platform
- Built for future enhancements API integration, DuitNow Autodebit & Consent & etc.

12. What are the differences between old iBiz Muamalat and New iBiz Muamalat?

The differences between old iBiz Muamalat and New iBiz Muamalat are as follows:

	Old iBiz Muamalat	New iBiz Muamalat
URL	https://ibiz.muamalat.com.my/	https://www.ibizmuamalat.com.my/
Account Management		
Current Account-i Inquiry	✓	✓
Foreign Currency Account-i Inquiry	✗	✓
Fixed Term Account-i Inquiry	✓	✓
Financing / Revolving Financing Inquiry	✓	✓
Third Party/Other Bank Account	✗	✓
Payments		
Instant/DuitNow Transfer (Pay to Account/Proxy)	✓	✓
Intrabank Transfer (BMMB)	✓	✓
Interbank GIRO (IBG)	✓	✓
RENTAS	✓	✓
JomPAY	✓	✓
Bulk Payment & Payroll	✓	✓
Bulk DuitNow	✗	✓

	Old iBiz Muamalat	New iBiz Muamalat
Multiple JomPAY	✗	✓
DuitNow Online Banking/Wallet	✗	✓
FPX	✓	✓
Statutory Payments		
KWSP	✗	✓
SOSCO (Contribution & EIS)	✗	✓
LHDN	✗	✓
Payment Capability		
Host-to-Host (SFTP Payment)	✓	✓
Payroll Masking	✗	✓
Standing Instruction (SI)	✓	✓
Favorite Account Maintenance	via System Administrator & System Authorizer	via Payment Maker & Payment Authorizer
Payment Template	✗	✓
Debit & Credit Advice	✗	✓
Approval Reports		

Disclaimer : This FAQ is provided for general information purposes only. It does not create any legal rights or obligations and does not replace the official Terms and Conditions governing services under the New iBiz Muamalat platform. Customers are encouraged to refer to the official Terms and Conditions or contact Bank Muamalat Malaysia Berhad for further assistance or clarification .

Frequently Asked Questions (FAQ)

Migration to New iBiz Muamalat

	Old iBiz Muamalat	New iBiz Muamalat
Number of Transaction per approval	10	No Limit
Daily & Monthly Statement	✓	✓
All-in-One Authorization	✗	✓
Advanced Authorization Setup	✗	✓
Analytic Report	✗	✓
Customized Reconciliation Report	✗	✓
SWIFT MT940	✗	✓
Investment		
FTA Placement	✗	✓
FTA Withdrawal	✗	✓
Treasury		
FX Rate Inquiry	✗	✓
Contract Rate Inquiry	✗	✓
Overseas Transfer		
Cross Border Fund Transfer (SWIFT)	✗	✓

	Old iBiz Muamalat	New iBiz Muamalat
Cross Border Fund Transfer (VISA B2B)	✓	Coming soon
Bulk CBFT (SWIFT & VISA Connect B2B)	✗	Coming soon
Security		
Security Phrase	✗	✓
2-FA Login	✗	✓
2-FA Authorization	✓	✓
Token		
Physical Token	✓	✓
eToken	✗	✓
Corporate Card		
Card Inquiry	✗	✓
Card Activation	✗	✓
Card Maintenance	✗	✓
Change PIN	✗	✗
Card E-Statement	✗	✓
Payment & Report	✗	✓

	Old iBiz Muamalat	New iBiz Muamalat
Mobile App		
Mobile App (Android & iOS)	✗	✓

13. How do I get help with migration?

If you need help regarding the migration:

- Visit our Corporate Website, Migration to the New iBiz Muamalat link : https://www.muamalat.com.my/services/business/migration-to-the-new-ibiz-muamalat/
- Call Customer Care at +603-2600 5500
- Contact your Relationship Manager

14. Will my existing profile and payment data be transferred automatically?

Yes, your existing profile and payment information will be automatically transferred to the new iBiz Muamalat system.

15. Will there be any changes to my payment process (supplier, payroll, statutory payments)?

There are no changes to your supplier, payroll and statutory payment processes, as the new iBiz Muamalat uses the same payment file format.

16. Will my account number change?

No, your current account number will remain the same, however, your company ID number to login into the new system will be changed. You will be notified by the bank once the migration to new iBiz Muamalat is completed.

17. Will there be any additional charges for payments made through the new iBiz Muamalat?

The charges will remain the same unless there are any updates or revisions announced by the bank.

18. Will my scheduled or recurring payments be affected after migration?

No, your scheduled or recurring payments will not be affected after the migration.

19. Will FPX payments be affected by migration?

No. FPX payments services is also available at New iBiz Muamalat for all customers when migrated to this New iBiz Muamalat

20. Can I still make payments during the migration period?

Yes, you can still make payment during the migration period by using the old iBiz Muamalat while waiting for the migration to be completed. You will be notified once the migration is complete.

21. Will my beneficiaries or payee list be transferred automatically?

Yes, your beneficiaries or payee list will be transferred automatically to the new iBiz Muamalat.

22. Will there be any changes to the transaction and subscription fees payment?

Yes, for further details please visit our corporate website.

23. Do I need to create new login credentials, or can I use my existing ID and Password?
No, you will get new log in ID and Password upon after you successfully get your migration letter from the bank.

24. How does the new iBiz Muamalat support my company's growth or daily operations?
The new iBiz Muamalat helps your company grow and manage daily operations efficiently by offering real-time account monitoring, bulk and payroll payment capabilities, seamless integration with your accounting system, enhanced security with multi-factor authentication, and a fully Shariah-compliant platform. It is designed as a one-stop corporate banking solution for streamlined cash management and operational efficiency.

25. Will FPX be added to the new iBiz Muamalat in the future?
Yes, FPX payment services is already available in New iBiz Muamalat from 13 June 2026 onwards.

26. How to enable FPX payment in New iBiz Muamalat?
FPX payment is pre-enabled for all customers in New iBiz Muamalat. No separate application or activation is required.

27. Can I view the status of old transactions from the old iBiz Muamalat in the new iBiz Muamalat?
You will still be able to view /inquire your previous transaction history from the old iBiz Muamalat after migration and the transaction data will also be transferred to the new iBiz Muamalat for your references.

28. How to access your new user guide to New iBiz Muamalat?
User guide for New iBiz Muamalat can be downloaded via this link: https://www.muamalat.com.my/downloads/consumerbanking/ibiz/New_iBiz_User_Guide.pdf
Or Video Tutorial at:
https://www.muamalat.com.my/services/business/ibiz-muamalat/#tutorial

29. Can I request someone from the bank to train my team on New iBiz Muamalat?
Yes. We offer group-based online training for all our valued clients. You can e-mail directly to our dedicated trainer as per below for the training request. To register, email us at training.ibiz@muamalat.com.my with your company details and list of attendees (for successfully registered customers only).

30. Do I need to check and remove those obsolete user IDS from the existing iBiz Muamalat before you migrate these user IDs to the new iBiz Muamalat?
Yes. Please check your current users access and fill up the ibiz Maintenance Form which available to be downloaded from this link : https://www.muamalat.com.my/downloads/consumer-banking/ibiz/iBiz-Maintenance-Form.pdf if you need to remove the absolute IDs before the migration take place.

31. How to install your iBiz Muamalat Mobile App into my mobile phone?
Please follow guidelines which are available at our corporate website: https://www.muamalat.com.my/services/business/ibiz-muamalat/ to install your iBiz Muamalat Mobile Application into your mobile phone.

32. How do I know whether your iBiz Muamalat Mobile App is compatible with my mobile phone?
iBiz Muamalat Mobile App running on an operating system requirement that is at least Apple iOS (version 26.0 & above) and Android (version 14.0 & above).

33. Can I download all my bank statements and generate all transaction details into PDFs and save it to my local hard disk before the migration take place?
Yes. You can download your existing bank Statements and transactions details and save it to your hard disk. We will allow you a grace period of three (3) months for you to access the old iBiz Muamalat for you to generate and download the historical transaction details for your safekeeping before the application is discontinued.

34. Can I continue to make payments to my overseas suppliers using Foreign Telegraphic Transfer payment services?
Yes. You can still make payments to your overseas suppliers via Cross Border Fund Transfer payment services at New iBiz Muamalat.

35. Can Sdn Bhd/Berhad Company/SME/Profesional Bodies or Government Entities apply for Corporate Credit Card when migrate to New iBiz Muamalat?
Yes. Kindly visit to our Bank Muamalat Corporate website at https://www.muamalat.com.my/card/business/business-credit-card-i/overview-business-credit-card for further details and to apply for the above facility.