

**FREQUENTLY ASKED QUESTIONS (FAQs)**  
**“PB eFixed Deposit (PB eFD)”**

**1. What is PB eFD?**

PB eFD is a paperless Fixed Deposit (FD) that can be placed and withdrawn via PBe ([www.pbebank.com](http://www.pbebank.com)). No physical FD receipt will be issued for PB eFD placement. Upon successful placement, the PB eFD Placement/Renewal Slip will be generated which will contain details of the placement.

**2. Is PB eFD a conventional (non-Islamic) deposit product?**

Yes. PB eFD is a conventional FD product.

**3. What are the benefits of PB eFD?**

Watch your cash grow and earn competitive interest rates.

PB eFD offers you:

- a) Convenience - you can apply a PB eFD account and perform the FD transactions anywhere via PBe
- b) Placements are carried out in real time
- c) Low minimum placements starting from RM1,000
- d) Automatic renewal for your convenience
- e) Monthly interest payment credited into your Current Account or Savings Account automatically.
- f) Go green with paperless statements
- g) Hassle free

**4. Who are eligible to open a PB eFD account?**

PB eFD is open to individuals aged 18 years and above and sole proprietors who have an existing PBe account. Customers are required to have an existing conventional personal Current Account or Savings Account in order to open PB eFD account.

**5. How do I open PB eFD account?**

The PB eFD account can only be opened via PBe. Customers are required to select a conventional personal Current Account or Savings Account (Designated CASA) during the PB eFD account opening. The Designated CASA will be tagged to the PB eFD account for placement/withdrawal/interest crediting purposes. Over-the-counter transactions are not allowed.

**6. Can I open a joint PB eFD account?**

No. Joint account is not available for PB eFD.

**7. Can I open more than one (1) PB eFD account?**

Yes. You may open more than one (1) PB eFD account if you have more than one (1) Designated CASA. Each Designated CASA can be tagged to only one (1) PB eFD account.

**8. What is the minimum and maximum PB eFD placement amount?**

The minimum placement amount is RM1,000 and there is no maximum placement amount.

**9. What are the available tenures and interest payment modes?**

Tenure	Interest Payment
1 – 12 months	<ul style="list-style-type: none"><li>• Credit into Designated CASA* monthly; or</li><li>• Credit into Designated CASA* upon maturity; or</li><li>• Add on to principal upon maturity</li></ul>
13-24, 36, 48 and 60 months	<ul style="list-style-type: none"><li>• Credit into Designated CASA* monthly</li></ul>

\*Designated CASA which is the source of fund for the PB eFD placement.

**10. When is the effective date of the PB eFD placement via PBe?**

On the day of placement.

**11. Is there any cut off time for PB eFD transactions including placement and withdrawal?**

Yes. All PB eFD transactions are available between 6 a.m. to 12 midnight.

**12. Can I place and cancel my PB eFD placement and receive my money on the same day?**

Yes. However, both placement and withdrawal transactions on the particular day will not be reflected in the PB eFD quarterly statement.

**13. Can I change the interest payment mode prior to the maturity of my PB eFD placement?**

No.

**14. How do I withdraw my PB eFD upon maturity?**

You can make the withdrawal via PBe. The proceed(s) of the PB eFD uplifted/ withdrawn via PBe will be credited to the Designated CASA which was selected during the PB eFD account opening. The Designated CASA will be tagged to the PB eFD account for placement, withdrawal and interest crediting purposes. Over-the-counter withdrawal requests are not allowed.

**15. Can I withdraw my PB eFD before maturity?**

Yes. The details are as follows:

Tenure	Pre-mature withdrawal
1, 2 and 3 months	<ul style="list-style-type: none"><li>• Subject to the provisions in “<u>Table I</u>” hereto, the following shall apply:<ul style="list-style-type: none"><li>a) No interest will be paid on placements withdrawn prior to maturity.</li><li>b) For accountholder who opts for monthly interest crediting into Designated CASA, the monthly interest which has been credited earlier will be deducted from the principal before the withdrawal proceed is released to the Designated CASA which was selected during the PB eFD account opening. The Designated CASA will be tagged to the PB eFD account for placement, withdrawal and interest crediting purposes.</li></ul></li></ul>
Above 3 months	<ul style="list-style-type: none"><li>• Subject to the provisions in “<u>Table I</u>” hereto, the following shall apply:<ul style="list-style-type: none"><li>a) No interest will be paid on PB eFDs uplifted before the completion of 3 months. For PB eFDs uplifted prematurely, after the completion of 3 months, interest will be calculated and paid at half (1/2) of the original contracted rate for each completed month.</li><li>b) For the Account holder who opts for monthly interest crediting into the Designated CASA, the Bank shall claw back the difference between the premature withdrawal rate and the original contracted rate by deducting the aforesaid difference from the principal before the withdrawal proceed is released to the Designated CASA.</li></ul></li></ul>

Table 1

With effect from 1 January 2019, no interest will be paid for premature withdrawals of PB eFDs that are placed or renewed on or after 1 May 2018.

By way of illustration, the interest payment, if any, are as follows:-

<b>Date of Placement or Renewal</b>	<b>Date of Premature Withdrawal</b>	<b>Interest Payment</b>
Prior to 1 May 2018	Prior to 1 January 2019	• No interest will be paid on PB eFDs uplifted before the completion of 3 months. • For PB eFDs uplifted prematurely, after the completion of 3 months, interest will be calculated and paid at half (1/2) of the original contracted rate for each completed month.
	From 1 January 2019	
From 1 May 2018	Prior to 1 January 2019	• For PB eFDs uplifted prematurely, after the completion of 3 months, interest will be calculated and paid at half (1/2) of the original contracted rate for each completed month.
	From 1 January 2019	

**16. Is the premature withdrawal of PB eFD performed only via PBe?**

Yes, subject to the provisions in “Table 1” of Item 15 hereto. Upon premature withdrawal of the PB eFD, the principal sum and interest earned thereon (if any), shall be automatically credited into the Designated CASA which was selected during the PB eFD account opening. The Designated CASA will be tagged to the PB eFD account for placement, withdrawal and interest crediting purposes.

**17. Can I make a partial withdrawal from my PB eFD?**

No. Partial withdrawal is not allowed for PB eFD.

**18. What happens when a customer with PB eFD is deceased?**

Once the Bank is notified of any deceased customer, subsequent instructions will be taken from Administrator/Executor of the deceased customer’s estate to release the funds to the Administrator/Executor as soon as possible.

**19. Can I participate in Public Bank's FD campaigns via placement made under PB eFD?**

The eligibility of PB eFD to participate in our Bank's FD campaigns will subject to the respective FD campaign's Terms & Conditions.

**20. Will I receive any notification from Public Bank upon renewal?**

Yes. Notification will be sent via Internal Messaging System (IMS) upon renewal.

**21. Will I receive physical monthly statements on my PB eFD?**

No, but the PB eFD quarterly e-statement is available in PBe.

**22. How do I make a balance enquiry on my PB eFD?**

You can make a balance enquiry via PBe.

**23. Is PB eFD covered under the Perbadanan Insurans Deposit Malaysia (PIDM)?**

Yes.

**24. Can I use the placement under PB eFD account as collateral for pledging purposes?**

No.