

DuitNow QR FAQ

1. What is DuitNow QR?

DuitNow QR is a cashless payment solution that allows customers to make QR payments to eligible merchants and transfer funds to your friends and family using PB engage.

2. Can I scan or generate DuitNow QR code via PBe online Banking?

No. This service is available on PB engage only.

3. How do I activate DuitNow QR?

DuitNow QR activation is prompted when you launch PB engage for the first time. If you had skipped this, you may choose to activate the service at 'Settings' > 'DuitNow QR'.

4. How do I pay using DuitNow QR?

- a) Launch PB engage and tap on 'DuitNow QR'
- b) Scan the merchant's QR code, the merchant's name will be displayed
- c) Enter the amount and tap on '✓'
- d) Verify the detail and tap on 'Confirm'
- e) Approve the payment with your 6-digit PIN or biometric authentication

5. How do I receive DuitNow QR transfer from others?

- a) Launch PB engage and tap on 'DuitNow QR'
- b) Tap on 'Receive' tab
- c) Enter the amount you wish to receive and tap on the '✓' button.
- d) Show the QR code to your friends and family and start receiving.

6. Are there any charges to DuitNow QR payment to merchant and DuitNow QR P2P?

No. There are no charges for payment to merchant and for P2P transfer.

7. What should I do if I had made an erroneous DuitNow QR payment?

Erroneous payments (i.e. extra zero or typo) are best settled directly with the respective merchant. The merchant may refund any excess amount via cash or via fund transfer directly to your account. For advice on dispute, you may also reach to our Customer Support Helpdesk at 603-2179 9999.

8. How do I report a fraudulent DuitNow QR payment?

For security purpose, each DuitNow QR payment requires authentication using the 6-digit PIN or Fingerprint / Touch ID. Although unlikely, if you have encountered a fraudulent transaction, please contact our Cyber Fraud Security unit at 603-2177 3555.