

FAQ MBSB Bank e-wallet

1. How do I register for MBSB Bank e-wallet?

You may register for MBSB Bank e-wallet as below:

- Download MBSB Bank e-wallet apps via Google Play or Apple Store
- Click Sign Up button
- Key in Full Name (as per NIRC)
- Select Country
- Key in Mobile Number, Password, Confirm Password, Transaction PIN and Confirm Transaction PIN
- Agreed to Terms and Conditions
- Click Submit Button
- Request and key in 6 Digits OTP
- Click Submit button to complete the registration

2. How many accounts can I register?

One valid mobile number can be registered with one MBSB Bank e-wallet account.

3. How do I change my password?

- Login the MBSB Bank e-wallet
- Click three line menu at the top left of apps
- Select Manage Account menu
- Select Password menu
- Request and key in 6 digits OTP and click Submit Button
- Key in new Password and Confirm New Password
- Click Submit button to complete the new password setup

4. What should I do if I forget my password?

- Launch MBSB Bank e-wallet apps
- Click Login Button
- Click Forgot Password Button
- Select country and key in your registered mobile number
- Request and key in 6 digits OTP and click Submit Button
- Key in new Password and Confirm New Password
- Click Submit button to complete the new password setup

5. What would MBSB Bank e-wallet's password requirement be?

Passwords should have 8-10 alphanumeric special characters

6. What should I do if my MBSB Bank e-wallet access has been blocked?

Your access will be blocked after 3 failed login attempts. Please contact MBSB Bank Support Centre at +603 2096 3000 to unblock your Username upon verification.

7. What happens if I do not login to MBSB Bank e-wallet for certain period?

If you do not login to your MBSB Bank e-wallet over a period of 90 days, MBSB Bank e-wallet access will be dormant. Please contact MBSB Bank Support Centre at +603 2096 3000 to request for access activation.

8. What are the services offered by MBSB Bank e-wallet?

Monetary Transaction	Non-Monetary Transaction
<ul style="list-style-type: none">• Payment via QR Code at selected merchant• Airtime Reload• Bill Payment• Top up e-wallet	<ul style="list-style-type: none">• View List of available merchant• Profile/Account Management• View Transaction History• View e-wallet balance• View Bill History• Manage password• Manage Transaction PIN• View Deals (if available)• View Voucher (if available)• Inbox for notification

9. Where can I transact my MBSB Bank e-wallet?

Any selected merchants with MBSB Bank e-wallet Logo.

10. What is the maximum wallet limit for MBSB Bank e-wallet?

The wallet limit is capped at RM1,000.00.

11. What is the maximum transaction amount per day?

RM200.00 is capped daily.

12. Is there a transaction limit per day?

Unlimited number of transactions as long as the total amount is within the transaction limit (RM200.00).

13. How do I ensure that my account is secured?

For every “pay out” transaction, you are required to key in your 6-digit transaction pin.

14. What is a payout transaction?

Payout transaction is referring to any outgoing transaction, e.g. Bill Payment, buy airtime reload, and retail transaction.

15. What happens if a payment is successful?

There will be a notification display page on MBSB Bank e-wallet app or you may check the Transaction History tab.

16. What happens if my transaction is unsuccessful?

Please call our contact Center at 03-2096 3000 or email to enquiry@mbsbbank.com for further assistance.

17. Can I request for refund, return or cancel my purchase?

All items of products sold or purchased are not returnable, refundable nor exchangeable, and cannot be cancelled, unless stated by the merchant. Please refer to our Terms and Conditions for detailed explanation.

- 18. How do I reload my e-wallet?**
You can do so by adding amount via MBSB Bank e-wallet Mobile Application through Online Banking (FPX).
- 19. Is there a limit to the number of reloads in a day?**
Unlimited number of times as long as the total amount is within the wallet limit (RM1,000.00).
- 20. Can I add fund in different currencies?**
No, you are not allowed as the transaction of e-wallet in Ringgit Malaysia (RM) only.
- 21. Is MBSB Bank e-wallet Shariah compliant?**
Yes.
- 22. Are there any charges or service fees for using MBSB Bank e-wallet?**
No service fee imposed to the customer.