

Terms and Conditions Governing DuitNow

Definitions

The following terms and expressions used in these Terms and Conditions shall have the following meanings:-

“Account” means any of your deposit account(s) opened or maintained with us except for FunSaver accounts, foreign currency accounts, fixed deposit accounts and Joint Account.

“Business Day” means any calendar day from Monday to Friday, except a public holiday in Kuala Lumpur.

“Common ID” means unique identification of the accountholder such as:-

- (a) in the case of individual, for Malaysian, your mobile number registered with us, NRIC, Army Number, Police Number or for non-Malaysian, your passport number or mobile number registered with us; or
- (b) in the case of non-individual, your business registration number or mobile number registered with us; or
- (c) such other identifiers as may be introduced by the NAD Operator from time to time.

“DuitNow” or “DuitNow Service” means a service which allows you to initiate and receive credit transfers through a recipient’s account number or DuitNow ID.

“DuitNow ID” means the registered Common ID which is linked to your Account with us.

“DuitNow Operator” means PayNet.

“E-money” means a payment instrument that contains monetary value that is paid in advance by the user to the e-money issuer. The user of the e-money can make payments for purchases of goods and services to merchants who accept the e-money as payment.

“Erroneous Transaction” means DuitNow payment instruction that is made wrongly or incorrect in the following circumstance:-

- (a) we generate invalid, incorrect, misdirected or duplicated DuitNow payment instruction on behalf of you due to technical errors or operational errors, and that there is no fault of you; or
- (b) technical or operational errors by DuitNow Operator that results in incorrect or duplicated DuitNow transactions; or
- (c) transactions are directed to wrong recipients, contains incorrect recipient’s reference, carries the wrong amount or is duplicated.

“Joint Account” means any deposit account(s) opened or maintained with us which are held by more than one individual and the operation of such account(s) requires the mandate of more than one individual.

“National Addressing Depository” or “NAD” means a central addressing depository established by the NAD Operator that links a bank account to a recipients’ DuitNow ID and facilitates payment to be made to a recipient by referencing the recipient’s DuitNow ID.

“NAD Operator” means PayNet.

“Participant” means banks and non-banks that have been granted approval to access the RPP Platform to enable clearing and settlement of RPP transactions.

“PayNet” means Payments Network Malaysia Sdn. Bhd. (Company No.: 836743-D)

“Pay-to-DuitNow ID” means an instant payment service where transactions are addressed using DuitNow ID registered in NAD.

“Personal Data” means any information in respect of commercial transactions that relate directly or indirectly to an individual, who is identified or identifiable from that information which includes, but not limited to, the individual’s name, address, identification card number, passport number, banking information, email address and contact details.

“Receiving Participant” means a Participant which provides services that allow its customers to receive incoming funds through DuitNow.

“RPP Platform” or “RPP” means shared payment infrastructure developed and operated by PayNet which facilitates payments and collections addressed using remembered proxies or by account numbers.

“Terms and Conditions” means these terms and conditions governing the use of DuitNow Service.

“Unauthorised Transaction” refers to the following circumstance:-

- (a) a payment initiated or generated by parties that are not authorised to make those payments; or
- (b) a payment which has been induced by dishonest or fraudulent means.

“We”, “Our”, “Ours” or “Us” refers to United Overseas Bank (Malaysia) Bhd and includes all its successors-in-title and assigns.

“You”, “Your” or “Yours” refers to our customer who is utilizing the DuitNow Service offered by us.

1. Introduction

1.1 These Terms and Conditions shall apply to and regulate your use of the DuitNow Service offered by us and it is important that you read and understand these Terms and Conditions before using the DuitNow Service. If you use the DuitNow Service, you are deemed to have read, understood and accepted these Terms and Conditions.

1.2 These Terms and Conditions shall be read together with:-

- (a) the terms and conditions governing Personal Internet Banking and/or Mobile Services (please click [here](#) for the T&C);
- (b) the terms and conditions governing Business Internet Banking (please click [here](#) for the T&C); and
- (c) the terms and conditions governing NAD (please click [here](#) for the T&C).

The terms and conditions referred to in Clauses 1.2 (a), (b) and (c) above shall be referred to as “Other Terms”.

If there is any discrepancy or inconsistency between these Terms and Conditions and the Other Terms, these Terms and Conditions shall prevail for matters in relation to DuitNow Service.

- 1.3 The DuitNow Service allows you to:-
- (a) transfer an amount specified by you from your designated bank account maintained with us, to a bank or e-money account maintained by your recipient with a Receiving Participant through Pay-to-DuitNow ID, or such other means as prescribed by us or the DuitNow Operator from time to time; and
 - (b) receive credit transfers for your Account that is linked to your DuitNow ID.

2. DuitNow Service

- 2.1 Before you are able to receive any credit transfers for any of your Account through DuitNow Services, you must first register your DuitNow ID with NAD and link your DuitNow ID with an Account.
- 2.2 You may send funds through DuitNow via our Personal Internet Banking, Mighty App or Business Internet Banking. You will be required to enter the recipient's DuitNow ID to initiate the payment.
- 2.3 By using DuitNow Service, you shall ensure that you enter the correct and complete details and particulars including the DuitNow ID required to effect the payment to the recipient. You are responsible for the correct entry of the recipient's DuitNow ID and ensuring that the recipient's name displayed is the intended recipient of the funds prior to confirming the DuitNow transaction.
- 2.4 You may have to pay fees and charges for the use of the DuitNow Service. The current rates on fees and charges will be made available to you at our branches, official website at www.uob.com.my or upon your request. We may, from time to time, impose, vary or revise any fees and charges imposed on the use of DuitNow Service by giving twenty-one (21) days' prior notice.
- 2.5 We will notify you the status of the DuitNow transaction through any communication channels as determined by us.
- 2.6 You acknowledge and agree that we shall have no duty to and shall not be required to take any steps to verify or seek any other confirmation from any party as to whether such registered recipient is the intended recipient, and we shall not be liable for transferring the funds to such registered recipient even if such person is not the intended recipient.
- 2.7 You acknowledge and agree that once a DuitNow transaction has been confirmed, it will be deemed irrevocable and we or you will not be able to cancel, stop or perform any changes to that DuitNow transaction.

3. Multiple Name Enquiry Request

- 3.1 You are advised not to submit multiple "Name Enquiry Requests" without a confirmed DuitNow transaction. We shall not display the results of the "Name Enquiry Requests" upon 5 consecutive requests that are not followed with a confirmed DuitNow transaction.

4. Data Protection

In addition and without affecting the data protection and disclosure of information clause in the Other Terms:-

- 4.1 You agree that the Privacy Notice issued by us (which is available at our branches as well as at our website at www.uob.com.my) shall be deemed to be incorporated by reference into these Terms and Conditions;
- 4.2 You acknowledge that when you use the DuitNow Service, you agree that we can disclose any information or document relating to you, any third party and the transaction to DuitNow Operator, NAD Operator, the Receiving Participant and any other person as stated in the disclosure clause in the Other Terms for the purpose of facilitating the use of the DuitNow Service or such other purposes as stated in the Other Terms.
- 4.3 You acknowledge that if any information or document relating to the transaction performed through DuitNow Service is not disclosed to the DuitNow Operator, NAD Operator or the Receiving Participant, it will not be possible for us to process your request for any payment through DuitNow Service or for you to use the DuitNow Service.

5. Erroneous DuitNow Transaction

- 5.1 You may request for the recovery of the funds and we will work with the Receiving Participant of the recipient for the return of the said funds provided that the following conditions are met:-
 - (a) the Receiving Participant is fully satisfied that the funds were erroneously credited to its customers' account; and
 - (b) there is sufficient balance in the affected account. If the balance in the affected account is insufficient to cover the amount to be recovered, the erroneously credited funds may not be fully recoverable and the Receiving Participant may partially remit the amount to be recovered back to you.
- 5.2 If your requests to recover funds is made after (7) months from the date of the erroneous DuitNow transaction was made, consent from the recipient is required before any funds may be returned to you. If the recipient refuses to grant the consent or the Receiving Participant is unable to procure the consent from the recipient, no funds will be returned to you.
- 5.3 For any Erroneous Transaction which is caused by you, we will not refund any fees and charges which have been charged for the Erroneous Transaction even though the funds may be returned or remitted back to you, in part or in full.

Unauthorised or Fraudulent DuitNow Transaction

- 5.4 We shall upon receiving police report or any documents that we deem necessary, alleging that Unauthorised Transaction was made, return or remit the funds back to you provided that the following conditions are met:-
 - (a) We shall conduct an investigation and determine within fourteen (14) days, if the Unauthorised Transaction did occur; and

- (b) If we are satisfied that the Unauthorised Transaction did indeed occur and was not caused by you, we shall initiate a reversal process whereby all debit posted to your account arising from the Unauthorised Transaction would be reversed.

6. Liability and Indemnity

- 6.1 You acknowledge and agree that, unless expressly prohibited by mandatory laws and it is due to our wilful misconduct or gross negligence, we and the DuitNow Operator shall not be liable to you or any third party for any direct, indirect or consequential losses, liabilities, costs, damages, claims, actions or proceedings of any kind whatsoever in respect to any matter of whatsoever nature in connection with the DuitNow Service offered by us arising from:-
 - (a) your negligence, misconduct or breach of any of these Terms and Conditions;
 - (b) any erroneous transfer of funds by you, including any transfer of funds to the wrong DuitNow ID, wrong recipient or wrong third party;
 - (c) any failure, delay, error or non-transmission of funds due to system maintenance, breakdown or non-availability of any of the DuitNow Operator's and/or our network, software or hardware; or
 - (d) the suspension, termination or discontinuance of the DuitNow Service.
- 6.2 You shall indemnify, defend and hold Us, our affiliates, and the DuitNow Operator harmless from and against any claims, proceedings, actions, losses, damages, costs (including all legal costs on an indemnity basis), liabilities or expenses, whether foreseeable or not, resulting from or arising in connection with any fault, act or omission by you (including but not limited to your negligence, misconduct or breach of any of these Terms and Conditions), unless it is due to our wilful misconduct or gross negligence.

7. Suspension and Termination of DuitNow Service

- 7.1 Upon occurrence of any of the following circumstances, we may immediately suspend the DuitNow Service including but not limited to the ability of any of your account(s) maintained with us to receive funds through DuitNow Service:-
 - (a) If we suspect or have reason to believe that you, your DuitNow ID and/or your Account maybe involved in any fraudulent, money-laundering or illegal activity(ies);
 - (b) If you made multiple "Name Enquiry Requests" are submitted without a confirmed DuitNow transaction;
 - (c) If we suspect or have reason to believe that your DuitNow ID which is linked to Islamic Account and/or your Islamic Account may be involved in any Shariah non-compliant activity(ies);
 - (d) If an investigation by the police, authorities or regulators is pending, on-going or threatened against you; and
 - (e) such other circumstances as we deem fit in which we will notify you and we may (but not oblige to) provide the reason of the suspension or deregistration to you.
- 6.2 You acknowledge that we may, at any time, terminate your use of the DuitNow Service with us or discontinue the DuitNow Service with notice to you provided that the termination of the DuitNow Service is not due to the closure of the Account.

7. General

- 7.1 All costs and expenses including legal costs, charges and expenses incurred by us in connection with these Terms and Conditions, the use of DuitNow Service, the enforcement or attempted preservation or enforcement of our rights under these Terms and Conditions and any imposition of taxes under taxation laws or regulations of any country having jurisdiction over us, will be payable by you on demand on a full indemnity basis, together with interest / late payment charges from the date of demand to the date of full payment at such rates as determined by us.
- 7.2 If any of the provisions in these Terms and Conditions is void, unenforceable or illegal, the remainder of the provisions in these Terms and Conditions shall continue to be effective and in force and is not to be affected in any way by the invalid or unenforceable provision.
- 7.3 We shall not be liable to you for any loss or damage (including direct or consequential) for failure to observe or perform our obligations under these Terms and Conditions for reason which could not be reasonable diligence be controlled or prevented by us, including but not limited to strikes, act of God, act of nature, fire, flood, storm, riots, power shortages or power failure, power disruption by war, sabotage or inability to obtain sufficient labour, fuel or utilities unless it is due to our wilful misconduct or gross negligence.
- 7.4 You acknowledge that we have the right to change, vary or modify these Terms and Conditions by providing you with thirty (30) days' notice through posting on UOBM's website, Business Internet Banking, Personal Internet Banking, Mighty App, or any other manner as determined by UOBM from time to time and you agree to be bound by such terms and conditions as cancelled or revised or modified.
- 7.5 These Terms and Conditions will be binding upon your heirs, personal representatives and successors-in-title.
- 7.6 These Terms and Conditions are governed by and shall be construed in accordance with the laws of Malaysia. You agree to submit to the non-exclusive jurisdiction of the courts of Malaysia.