

## **FREQUENTLY ASKED QUESTIONS**

### **1. Why will PayOnline be discontinued?**

More and more customers start making payment via their service provider's bill payment portal. Most of the service providers are also using JomPAY to collect payments. With this new trend, the usage of PayOnline service has dropped significantly thus it is not sustainable.

### **2. Can I still make payment through PayOnline on/after 1<sup>st</sup> June 2019?**

No, the service will be no longer available with effect from 1st June 2019

### **3. What other bill payment options do I have?**

You may pay via the respective Service Provider's bill payment portal or JomPAY service. Please contact your respective Service Provider to enquire on the bill payment options.

### **4. Who can I contact if I need further advice on the bill payment?**

We suggest you to contact your respective Service Provider for the advice on the available payment options.

### **5. What will happen to my personal data?**

The Bank will retain the data for the required period for purpose of dispute handling and dispose of it securely thereafter.