

Frequently Asked Questions (FAQ) Tabung Haji (TH) Service

No	Question	Answer												
1	What are Tabung Haji services?	Tabung Haji services are provided to facilitate Bank Islam and Tabung Haji customers to perform various transactions at Automated Teller Machine (ATM)/ Cash Recycler Machine (CRM).												
2	What are the Tabung Haji services offered?	Services offered at Bank Islam ATM/CRM: a) Link your own/ child Tabung Haji account with your Debit Card-i b) Cash Withdrawal from your Tabung Haji account c) Tabung Haji Balance Inquiry d) Tabung Haji Fund Transfer e) Hajj Registration (Self) Services offered at Bank Islam CRM: a) Tabung Haji Balance Inquiry b) Cash Deposit to own/third party Tabung Haji Account												
3	What are the requirements to use Tabung Haji services via ATM/ CRM?	a) To use Tabung Haji services, you: i. Must be 18 years and above. ii. Must have an active Bank Islam current/ savings/ transactional account. (Not applicable to sole proprietor) and iii. Must have a Bank Islam Debit Card-i and iv. Must have an active individual Tabung Haji account. b) Must link your Bank Islam Debit Card-i to your Tabung Haji account, including TH account of children aged below 18 years old under your custody. c) Maximum number of Tabung Haji accounts allowed to be linked is 8 accounts (including children account under your care).												
4	Can I link third party Tabung Haji account with my Bank Islam Debit Card-i?	No, it is not possible to perform linking to third party Tabung Haji account.												
5	Is there any service charge fee imposed on each TH transaction?	Yes. There are fees charged for certain transactions. Details are as follows: <table><tr><th>Services</th><th>Charges (RM)</th></tr><tr><td>Cash withdrawal via ATM/CRM</td><td>1.00</td></tr><tr><td>Transfer via ATM/CRM</td><td>1.00</td></tr><tr><td>Cash Deposit to Tabung Haji account via CRM</td><td>1.00</td></tr><tr><td>Balance Enquiry</td><td>No Charge</td></tr><tr><td>Linking of Tabung Haji to Debit Card-i</td><td>No Charge</td></tr></table>	Services	Charges (RM)	Cash withdrawal via ATM/CRM	1.00	Transfer via ATM/CRM	1.00	Cash Deposit to Tabung Haji account via CRM	1.00	Balance Enquiry	No Charge	Linking of Tabung Haji to Debit Card-i	No Charge
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Linking of Tabung Haji to Debit Card-i	No Charge													

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		Haji Registration	No Charge				
Tabung Haji Services via ATM/CRM							
1	How do I link my own Tabung Haji account with my Bank Islam Debit Card-i at Bank Islam ATM/CRM?	Just follow these steps: a) Insert Bank Islam Debit Card-i b) Key-in the Debit Card-i PIN c) Select 'Tabung Haji' d) Select 'Link TH Acct-Own' e) Enter ID/IC Number f) Enter Tabung Haji Account Number g) Upon successful processing request, retrieve your Debit Card-i and Receipt					
2	How do I link Tabung Haji Child Account with my Bank Islam Debit Card-i at Bank Islam ATM/CRM?	Just follow these steps: a) Insert Bank Islam Debit Card-i b) Key-in the Debit Card-i PIN c) Select 'Tabung Haji' d) Select 'Link TH Acct-Child' e) Enter Tabung Haji Child Account Number f) Enter ID/IC Number g) Upon successful processing request, retrieve your Debit Card-i and Receipt					
3	Can I delink the Tabung Haji Account from Bank Islam Debit Card-i at Bank Islam ATM/CRM?	No, you cannot delink the Tabung Haji Account from Bank Islam Debit Card-i at Bank Islam ATM/CRM. However, you can delink Tabung Haji Account from Bank Islam Debit Card-i at any Bank Islam's branch. Note: a) Debit Card-i linked to TH Account with status Closed/Dormant/ Deceased/Conversion of Child Account will be auto delink at Tabung Haji system. b) You will not be able to view the auto-delinked TH account via ATM/CRM. c) All transfer/deposit to TH beneficiary account that falls under the above-mentioned categories/status will be rejected. TH account owner/heir has to visit TH branch for further action.					
4	What is the daily transaction limit for transfer of Tabung Haji Own Account via Bank Islam ATM/CRM?	<table><tr><th>Type of Transaction</th><th>Daily Transaction Limit</th></tr><tr><td>Tabung Haji to Tabung Haji Own Account</td><td>RM10,000 per day</td></tr></table>		Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji Own Account	RM10,000 per day
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5	What is the daily transaction limit for 3 rd Party Account Tabung Haji Transfer via ATM/CRM?	<table><tr><th>Type of Transaction</th><th>Daily Transaction Limit</th></tr><tr><td>a) Bank Islam to Tabung Haji Own Account b) Bank Islam to 3rd Party Account within Tabung Haji c) Tabung Haji to Bank Islam Own Account d) Tabung Haji to 3rd Party Account within Bank Islam <i>(This service is temporarily disabled until further notice)</i> e) Tabung Haji to 3rd Party Account within Tabung Haji <i>(This service is temporarily disabled until further notice)</i></td><td>RM10,000 per day</td></tr></table>	Type of Transaction	Daily Transaction Limit	a) Bank Islam to Tabung Haji Own Account b) Bank Islam to 3 rd Party Account within Tabung Haji c) Tabung Haji to Bank Islam Own Account d) Tabung Haji to 3 rd Party Account within Bank Islam <i>(This service is temporarily disabled until further notice)</i> e) Tabung Haji to 3 rd Party Account within Tabung Haji <i>(This service is temporarily disabled until further notice)</i>	RM10,000 per day
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6	How to perform Cash Withdrawal from Tabung Haji account via ATM/CRM?	Just follow these steps: a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select 'TABUNG HAJI' transaction c) Select 'CASH WITHDRAWAL' transaction Note: Daily cash withdrawal maximum limit is RM5,000.00				
7	How to perform fund transfer from Tabung Haji account via ATM/CRM?	Just follow these steps: a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select ' TABUNG HAJI ' transaction c) Select ' TRANSFER ' transaction d) Select transaction to be performed: i. ' TRANSFER TO BANK ISLAM A/C ' ii. ' TRANSFER TO TABUNG HAJI A/C '				
8	How to perform Tabung Haji account Balance Inquiry via ATM/CRM?	Just follow these steps: a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select ' TABUNG HAJI ' transaction c) Select ' BALANCE INQUIRY ' d) Select Tabung Haji Account for balance inquiry.				
9	How to perform Hajj Registration via ATM/CRM?	Just follow these steps: a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select ' TABUNG HAJI ' transaction c) Select ' HAJJ REGISTRATION '				

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10	How to perform cash deposit to Own / Third Party Tabung Haji account via CRM?	Just follow these steps: <u>Using Debit Card-i to Own Account</u> - Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) - Select 'TABUNG HAJI' transaction - Select 'OWN ACCOUNT CASH DEPOSIT' - Select Tabung Haji account number to be deposited <u>Using Debit Card-i to Third Party Account</u> - Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) - Select 'TABUNG HAJI' transaction - Select 'OTHER ACCOUNT CASH DEPOSIT' - Enter beneficiary's Tabung Haji account number to be deposited <u>Without Debit Card-i to Own / Third Party Tabung Haji account</u> - Select 'TABUNG HAJI CASH DEPOSIT' transaction (after Language selection) - Enter Tabung Haji account number to be deposited
11	How to Perform Tabung Haji account Balance Inquiry via CRM?	Just follow these steps: - Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) - Select 'TABUNG HAJI' transaction - Select 'BALANCE INQUIRY' - Select Tabung Haji account number for balance inquiry
12	What should I do when the following error message " <i>Transaction rejected, TH profile not updated</i> " is displayed on the ATM/CRM screen?	Tabung Haji transaction is rejected / is not permitted because Your Tabung Haji account profile needs to be updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.
13	What should I do when the following error message is displayed on the SST receipt? Response Code: AB108 Reason: TRX NOT PERMIT	Your transaction is not permitted by Tabung Haji as your Tabung Haji account profile has not been updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.