

**FREQUENTLY ASKED QUESTIONS (FAQ)
TABUNG HAJI (TH) SERVICES**

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 their convenience via Internet Banking, GO by Bank Islam and Automated Teller Machine (ATM)/ Cash Recycler Machine (CRM).
2	What are the Tabung Haji services offered?	<p>Services offered via Bank Islam Internet Banking and GO by Bank Islam:</p> <ul style="list-style-type: none"> a) Tabung Haji Balance Inquiry b) Tabung Haji Statement History c) Tabung Haji Fund Transfer d) Tabung Haji Favourite Accounts Maintenance e) Linking/delinking your own/ child Tabung Haji account with / from the Debit Card-i (This service is temporarily disabled until further notice) f) Hajj Registration (Self and for other people) g) View and Print/Share Hajj Registration Slip. <i>(Note: 'Share' Hajj Registration Slip is not available for IB)</i> <p>Services offered at Bank Islam ATM/CRM:</p> <ul style="list-style-type: none"> 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) <p>Services offered at Bank Islam CRM:</p> <ul style="list-style-type: none"> 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 Internet Banking/ GO by Bank Islam/ ATM/ CRM?	<ul style="list-style-type: none"> a) To use Tabung Haji services, you: <ul style="list-style-type: none"> 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.

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		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?	<p>Yes. There are fees charged for certain transactions. Details are as follows:</p> <table border="1"> <thead> <tr> <th>Services</th> <th>Charges (RM)</th> </tr> </thead> <tbody> <tr> <td>Cash withdrawal via ATM/CRM</td> <td>1.00</td> </tr> <tr> <td>Transfer via ATM/CRM/Internet Banking/GO by Bank Islam</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> <tr> <td>Hajj Registration</td> <td>No Charge</td> </tr> </tbody> </table>	Services	Charges (RM)	Cash withdrawal via ATM/CRM	1.00	Transfer via ATM/CRM/Internet Banking/GO by Bank Islam	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	Hajj Registration	No Charge
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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?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> Insert Bank Islam Debit Card-i Key-in the Debit Card-i PIN Select 'Tabung Haji' Select 'Link TH Acct-Own' Enter ID/IC Number Enter Tabung Haji Account Number Enter Tabung Haji Passbook Serial Number 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?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> Insert Bank Islam Debit Card-i Key-in the Debit Card-i PIN Select 'Tabung Haji' Select 'Link TH Acct-Child' Enter Tabung Haji Child Account Number Enter Tabung Haji Passbook Serial Number Enter ID/IC Number 														

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		h) 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?	<p>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, Bank Islam Internet Banking or GO by Bank Islam.</p> <p>Note:</p> <ul style="list-style-type: none"> 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, Internet Banking & GO by Bank Islam. c) All transfer/deposit to TH beneficiary account that falls under the above-mentioned categories/status will be rejected (including the recurring and future-dated transaction for Internet Banking & GO by Bank Islam). d) 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 border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Tabung Haji to Tabung Haji Own Account</td> <td>RM10,000 per day</td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji Own Account	RM10,000 per day
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6	How to perform Cash Withdrawal from Tabung Haji account via ATM/CRM?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) 				

No	Question	Answer
		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 '
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> a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select ' TABUNG HAJI ' transaction c) Select ' OWN ACCOUNT CASH DEPOSIT ' d) Select Tabung Haji account number to be deposited <u>Using Debit Card-I to Third Party Account</u> a) Insert BANK ISLAM DEBIT CARD-I (followed by Language selection and PIN number input) b) Select ' TABUNG HAJI ' transaction c) Select ' OTHER ACCOUNT CASH DEPOSIT ' d) Enter beneficiary's Tabung Haji account number to be deposited <u>Without Debit Card-i to Own / Third Party Tabung Haji account</u> a) Select ' TABUNG HAJI CASH DEPOSIT ' transaction (after Language selection)

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		b) Enter Tabung Haji account number to be deposited
11	How to Perform Tabung Haji account Balance Inquiry via CRM?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> 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
Tabung Haji Services via Internet Banking		
1	What type of Tabung Haji transfer that I can perform via Bank Islam Internet Banking?	<p>You can perform the following Tabung Haji transfers in Bank Islam Internet Banking:</p> <ol style="list-style-type: none"> Bank Islam Account to Own Tabung Haji Account Bank Islam Account to Third Party Tabung Haji Account Tabung Haji Account to Own Bank Islam Account Tabung Haji Account to Third Party Bank Islam Account (This service is temporarily disabled until further notice) Tabung Haji Account to Own Tabung Haji Account Tabung Haji Account to Third Party Tabung Haji Account
2	How can I perform Tabung Haji Funds Transfer via Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> Login to Bank Islam Internet Banking Click Funds Transfer Select Tabung Haji Select Transfer Type from dropdown list Select From Account from dropdown list Enter Transfer Amount Charges Amount will be display Effective Date is defaulted to Today Select Recipient Type: <ol style="list-style-type: none"> If Recipient Type = Open Recipient, <ul style="list-style-type: none"> Enter Recipient Account If Recipient Type = Favorite Recipient, <ul style="list-style-type: none"> Select Recipient from dropdown list Enter Recipient Reference Click Transfer to proceed to next page Verify Transfer Details Approve the transaction either via i-Access Code (IAC) or GO Secure
3	How can I view my Tabung Haji account balance in Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> Login to Bank Islam Internet Banking Click My Accounts Select Tabung Haji Summary of your Tabung Haji Account will be displayed on the screen

No	Question	Answer						
		e) Click Account Number to view Tabung Haji Account details and current balance.						
4	How can I view my Tabung Haji Statement History in Bank Islam Internet Banking?	Just follow these steps: a) Login to Bank Islam Internet Banking b) Click My Accounts c) Select Tabung Haji d) Summary of your Tabung Haji Accounts will be displayed on the screen e) Click Account Number to view Tabung Haji Account details and current balance f) Select preferred Statement Date g) Click Submit to submit your request for processing h) Details of your Tabung Haji Statement History will be displayed on the screen.						
5	Can I view my child's Tabung Haji account in Bank Islam Internet Banking?	Yes, you may view your child's Tabung Haji account via Internet Banking, ATM/CRM or over the counter (OTC) at any Bank Islam branches after you linked the account.						
6	How long will my Tabung Haji statement history be available for viewing via Bank Islam Internet Banking?	Tabung Haji Statement History will be available via Bank Islam Internet Banking for viewing and retrieval up to a maximum period of 3 months.						
7	Can I set future date or recurring transfer for Tabung Haji transaction?	No, it is not possible to set future date or recurring transfer for Tabung Haji transaction.						
8	What is the daily transaction limit for Own Account Tabung Haji Transfer via Bank Islam Internet Banking?	<table border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Tabung Haji to Tabung Haji Own Account</td> <td>RM5,000 per day</td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji Own Account	RM5,000 per day		
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10	What if I need to transact more than the Bank Islam Internet Banking daily maximum transaction limit?	You may transact via over the counter at any Bank Islam branch.
11	How can I perform Tabung Haji Favourite Accounts Maintenance via Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> Login to Bank Islam Internet Banking Click Funds Transfer Select Maintenance Select Favourite Accounts Select Fund Transfer Type = Tabung Haji from dropdown list Click Submit to proceed to next page. Summary of your Favourite Tabung Haji Accounts will be displayed. Select Maintenance Type: <ol style="list-style-type: none"> If Maintenance Type = Add, <ul style="list-style-type: none"> Click Add to proceed to next page Enter Nickname Enter TH Account Number Click Add to proceed to next page If Maintenance Type = Edit, <ul style="list-style-type: none"> Select your preferred Favourite Tabung Haji Accounts Click Edit to proceed to next page. Details of your Favourite Accounts will be displayed. Enter Nickname Enter TH Account Number Click Edit to proceed to next page If Maintenance Type = View/Delete, <ul style="list-style-type: none"> Select your preferred Favourite Tabung Haji Accounts Click View / Delete to view your Favourite Accounts details Details of your Favourite Tabung Haji Accounts will be displayed Click Delete to proceed to next page.

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		<ul style="list-style-type: none"> i) Verify Favourite Account Details j) Approve the maintenance either via i-Access Code (IAC) or GO Secure
12	<p>How can I link my Tabung Haji account via Bank Islam Internet Banking?</p> <p>(This service is temporarily disabled until further notice)</p>	<p>You must first link your Tabung Haji account. Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to Bank Islam Internet Banking b) Click My Accounts c) Select Tabung Haj d) Click Add Button e) Select /Debit Card-i No from dropdown list f) Enter TH Account Number and click submit g) Approve the linking via i-Access Code (IAC) or GO Secure
13	<p>How can I delink a Tabung Haji account via Bank Islam Internet Banking?</p>	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to Bank Islam Internet Banking b) Click My Accounts c) Select Tabung Haji d) Select your preferred TH Account e) Click De-Link to proceed to next page f) Details of your Account De-Link will be display g) Verify the Details h) Approve the delink via i-Access Code (IAC) or GO Secure
14	<p>How can I perform self-Hajj Registration using Bank Islam Internet Banking?</p>	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to Bank Islam Internet Banking b) Select Settings c) Select Hajj Registration d) Read and accept the Terms and Conditions by clicking on checkbox e) Click Proceed with Registration button f) Verify Tabung Haji Account Details g) Approve the Hajj Registration either via i-Access Code (IAC) or GO Secure <p>Note: It is advisable that you print your Hajj Registration Slip at the Acknowledgement screen.</p>
15	<p>Can I perform Hajj Registration for myself and my family members/friends using Bank Islam Internet Banking?</p>	<p>Yes, you can perform the registration by following these steps:</p> <ul style="list-style-type: none"> a) Login to Bank Islam Internet Banking b) Select Settings c) Select Hajj Registration d) Select Add button e) Enter Tabung Haji Account Number and ID Number f) Select Add button to proceed to next page

No	Question	Answer
		g) Read and accept Terms and Condition and Click 'Proceed with Registration' button h) Click Proceed with Registration button i) Verify Tabung Haji Account Detail j) Approve the registration either via i-Access Code (IAC) or GO Secure Note: It is advisable that you print your Hajj Registration Slip at the Acknowledgement screen.
16	How many persons can I submit together for Hajj Registration?	You can register up to ten (10) persons at the same time.
17	How can I check my Hajj registration status via Bank Islam Internet Banking?	Just follow these steps: a) Login to Bank Islam Internet Banking b) Select Settings c) Select Hajj Registration d) Details of your Hajj registration status will be displayed.
18	How do I print Hajj Registration Slip?	Just follow these steps: a) Login to Bank Islam Internet Banking b) Select Settings c) Select Hajj Registration d) Details of your Hajj registration status will be displayed e) Click Print Hajj Registration Slip button.
Tabung Haji Services via GO by Bank Islam		
1	How to perform self-Hajj Registration using GO by Bank Islam?	Just follow these steps: a) Login to GO by Bank Islam b) Select Quick Menu (3 lines floating menu) c) Select Settings d) Select Tabung Haji e) Select Hajj Registration f) Verify own account details, read and agree to the T&C and select Proceed g) Select Confirm and Approve h) Select View Hajj Slip to display Hajj Registration details Note: You can also share the Hajj Registration Slip using the function available at Acknowledgement screen.
2	Can I perform Hajj Registration for myself together with my family members/friends via GO by Bank Islam?	Just follow these steps: a) Login to GO by Bank Islam b) Select Quick Menu (3 lines floating menu) c) Select Settings d) Select Tabung Haji e) Select Hajj Registration

No	Question	Answer
		<p>f) Verify own account details, read and agree to the T&C and select Add (Group Registration) button</p> <p>g) Key in 3rd Party Tabung Haji account and ID number</p> <p>h) Select Proceed</p> <p>i) Select Add button and repeat step 7 and 8 (<i>to add in more people</i>)</p> <p>j) Verify all information then select Confirm and then Approve</p> <p>k) Select View Hajj Slip to display all Hajj Registration details</p> <p>Note: You can also share the Hajj Registration Slip using the function available at Acknowledgement screen.</p>
3	<p>How can I link my Tabung Haji account using GO by Bank Islam?</p> <p>(This service is temporarily disabled until further notice)</p>	<p>You must first link your Tabung Haji account. Just follow these steps:</p> <p>a) To link Own Account:</p> <ol style="list-style-type: none"> i. Login to GO by Bank Islam ii. Select Tabung Haji iii. Select Link Now iv. Choose Tabung Haji Linking and Link Now v. Verify ID Number & Debit Card-i Number vi. Key in Tabung Haji Account Number and tap Continue vii. Verify information and select Confirm viii. Approve the transaction either via i-Access Code (IAC) or GO Secure ix. Details of your own Tabung Haji linking status will be displayed <p>b) To link Child Account:</p> <ol style="list-style-type: none"> i. Select Link Child Account ii. Verify ID Number & Debit Card-i Number iii. Key in Child's Tabung Haji Account Number and tap Continue iv. Verify information and select Confirm v. Approve the transaction either via i-Access Code (IAC) or GO Secure vi. Details of your child Tabung Haji linking status will be displayed
4	<p>How can I delink a Tabung Haji account that is currently linked to the GO by Bank Islam?</p>	<p>Just follow these steps:</p> <ol style="list-style-type: none"> a) Login to GO by Bank Islam b) Select Quick Menu (3 lines floating menu) c) Select Settings d) Select Tabung Haji e) Select Tabung Haji Linking

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		f) Swipe to delete the Account that wants to be delinked g) Select Yes to proceed h) Verify information and select Approve Notes: Own account can only be delinked once Child account is delinked first.								
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7	How can I perform Tabung Haji transfer via GO by Bank Islam?	Just follow these steps: a) From Bank Islam to Tabung Haji account: i. Login to GO by Bank Islam ii. Select Transfer Menu iii. Select Tabung Haji iv. Select Bank Islam to Own Tabung Haji account v. Select From Account and To Account vi. Key in Amount and Information, then select Continue vii. Verify details and select Confirm to proceed viii. Select Approve upon verifying information. b) From Tabung Haji to Bank Islam account: i. Login to GO by Bank Islam ii. Select Transfer Menu iii. Select Tabung Haji iv. Select Tabung Haji to Own Bank Islam account v. Select From Account and To Account								

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		<ul style="list-style-type: none"> vi. Key in Amount and Information, then select Continue vii. Verify details and select Confirm to proceed viii. Select Approve upon verifying information.
8	How can I view my Tabung Haji account balance and history in GO by Bank Islam.	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to GO by Bank Islam b) Select Tabung Haji c) Select own or child account number to view the account details and current balance d) Select Account History and tap Statement Date, enter required date and view e) Proceed to Download
9	How can I view my Tabung Haji Mobile Transaction History in GO by Bank Islam?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to GO by Bank Islam b) Select Quick Menu (3 lines floating menu) c) Select Mobile Transaction History d) Select own or child account number to view the Mobile Transaction History e) Proceed to Download
10	How can I perform Tabung Haji Favourite Accounts Maintenance via GO by Bank Islam?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> a) Login to GO by Bank Islam; b) Select Quick Menu (3 lines floating menu) c) Select Settings d) Select Favourite Maintenance e) Select Transfer and Tabung Haji f) Select Add New, enter name and recipient account number and continue g) Verify the details, click Confirm and Approve