

Frequently Asked Questions (FAQ)

No	Question	Answer										
1	How do I open an account online?	Customers can access to our website (www.bankislam.com) and look for Account Opening or go to https://vao.bankislam.com.my/openaccount to select the account to be opened.										
2	Who can open account online?	Online account opening is available to all existing individual customers who have any accounts (such as Financing, Credit Cards, Savings, Current & Investment Account) with Bank Islam.										
3	If I am a new customer to Bank Islam, can I open an account online?	At this moment, only Bank Islam existing customers can open an account online. Rest assured, we are in the midst of upgrading our system to allow new customers to open accounts online.										
4	What are the accounts that I can open online?	Below are the accounts that can be opened online: <table border="1" data-bbox="727 1018 1247 1381"> <thead> <tr> <th>Account Type</th> <th>Account Name</th> </tr> </thead> <tbody> <tr> <td rowspan="4">Deposit Account</td> <td>Qard Savings Account-i</td> </tr> <tr> <td>Basic Savings Account-i</td> </tr> <tr> <td>Qard Current Account-i</td> </tr> <tr> <td>Basic Current Account-i</td> </tr> <tr> <td rowspan="2">Investment Account</td> <td>Al-Awfar Account</td> </tr> <tr> <td>iGAIN Account</td> </tr> </tbody> </table>	Account Type	Account Name	Deposit Account	Qard Savings Account-i	Basic Savings Account-i	Qard Current Account-i	Basic Current Account-i	Investment Account	Al-Awfar Account	iGAIN Account
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5	Can I open an account online at any time?	You can open an account online between 6:01am until 11:30pm (Malaysian time) on daily basis.										
6	What are the supported web browsers to open an account online?	Our online account opening is best viewed using Microsoft Edge, Google Chrome, Mozilla Firefox, Opera and Safari.										
7	Do I need to upload any document to open an account?	No document is required for existing customers.										

8	What do I need to do after I open my account online?	<p>You will need to login to our Internet Banking to view your account. Not an Internet Banking customer? Click here for details to register for Internet Banking.</p> <table border="1" data-bbox="656 323 1391 835"> <thead> <tr> <th data-bbox="656 323 862 432">Account Type</th> <th data-bbox="862 323 1127 432">Product Name</th> <th data-bbox="1127 323 1391 432">Initial Deposit/ Placement (RM)</th> </tr> </thead> <tbody> <tr> <td data-bbox="656 432 862 722" rowspan="4">Deposit Account</td> <td data-bbox="862 432 1127 506">Qard Savings Account-i</td> <td data-bbox="1127 432 1391 506">100</td> </tr> <tr> <td data-bbox="862 506 1127 579">Basic Savings Account</td> <td data-bbox="1127 506 1391 579">20</td> </tr> <tr> <td data-bbox="862 579 1127 653">Qard Current Account-i</td> <td data-bbox="1127 579 1391 653">500</td> </tr> <tr> <td data-bbox="862 653 1127 722">Basic Current Account</td> <td data-bbox="1127 653 1391 722">500</td> </tr> <tr> <td data-bbox="656 722 862 835" rowspan="2">Investment Account</td> <td data-bbox="862 722 1127 779">Al-Awfar Account</td> <td data-bbox="1127 722 1391 779">100</td> </tr> <tr> <td data-bbox="862 779 1127 835">iGAIN Account</td> <td data-bbox="1127 779 1391 835">1,000</td> </tr> </tbody> </table> <p>Don't forget to deposit money into your account. This can be done by doing a fund transfer to your newly opened account.</p> <p>The minimum amount you need to deposit differs from one account to another. Here is the list of the initial deposit/ placement required:</p> <p>Remember you have 30 days to deposit the money, otherwise your account will be automatically closed after 30 days.</p>	Account Type	Product Name	Initial Deposit/ Placement (RM)	Deposit Account	Qard Savings Account-i	100	Basic Savings Account	20	Qard Current Account-i	500	Basic Current Account	500	Investment Account	Al-Awfar Account	100	iGAIN Account	1,000
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9	How can I transfer the initial deposit/ placement?	You can perform own account transfer or DuitNow transfer from other banks. You can also use Cash Deposit Machine to deposit cash into your new account.																	
10	If I fail to transfer the initial deposit/ placement within 30 days, what will happen to my newly opened account?	Your account will be automatically closed should there be no deposit made within 30 days from the date the account is successfully opened online.																	
11	Can a 3rd party (e.g. my parents) transfer the initial deposit/ placement to my new account?	Yes. We accept any incoming fund transfer from any source for example via third party transfer, DuitNow or any form of transfer.																	
12	Can I transfer below than the initial deposit/ placement?	No. You are not able to proceed if your transfer amount is below than the initial deposit/ placement.																	

13	How do I know whether my account is successfully opened online?	During the process, there is an acknowledgement page prompted online to notify you that the account has been successfully opened (at the end of the account opening). You may also view the account number in Account Summary dashboard once you login to Internet Banking or GO by Bank Islam.
14	Is my newly opened account automatically activated right after the successful application?	Yes correct. You just need to deposit the initial deposit/ placement amount (as stated in Question 8 above) within 30 days and thereafter, you can start using the account.
15	Do I need to register my phone number to open an account online?	Yes. Registered phone number with Bank Islam is required to receive verification code via SMS. You need to key in the verification code to complete the application as a precautionary measure to protect your identity. Should your phone number differ from our record, you need to visit Bank Islam's nearest branch to update your phone number.
16	Will I be given a new debit card for my new account?	No. Your new account will be linked to your existing debit card. If you have more than one debit cards, we will link to the latest issued debit card with active status. To request for a new debit card or de-link the account, please visit our nearest branch.
17	Am I allowed to issue any cheque if I open a current account online?	Yes. You may visit your preferred Bank Islam branch to request for cheque book which is available upon request. However, you are encouraged to use various payments methods which is faster, more secured and convenient such as DuitNow, JomPay, FPX, IBG, etc available via Bank Islam Internet Banking and GO by Bank Islam
18	I have filled in the form but did not submit the application. Can I resume my application later?	Sorry, we do not save any pending form of which you will not be able to resume later. You need to start from the beginning.
19	My full name and/or permanent address displayed on the application screen is not updated. How can I update the information?	You may visit the nearest branch to update your latest personal information.
20	Can I open an account using Bank Islam Internet Banking?	Yes, you may open an account via Internet Banking at https://www.bankislam.biz

<p>21</p>	<p>How do I open a Deposit Account via Bank Islam Internet Banking?</p>	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click My Accounts, click Apply and select Open New Account iv. Select the type of account you wish to open under the Deposit Account and click Next to proceed v. A checkbox stated I am expecting capital protection deposit products will be checked by default vi. Under Account Opening Details, select which account you would like to make the deposit from the From Account dropdown vii. Select your Preferred State and Preferred Branch to collect your Debit Card-i viii. Key in the desired amount of deposit. Refer to question number 8 above for the minimum amount of deposit ix. Select the Source of Funds from the dropdown x. Read, understand, and tick all items under Akad Statement & Declarations. Click Next to proceed xi. Read and understand the Consent for Cross Selling and tick the box xii. Provide your answers for all questions under FATCA Declaration by using the dropdown answers and tick if agree to the above FATCA Declaration xiii. Click the dropdown to provide your answer for Tax Residency Declaration and click Next to proceed to the confirmation page xiv. At the confirmation page, verify the details of the request displayed. If correct, click Request i-Access Code xv. Key in the i-Access Code sent to your registered phone number xvi. Your request is successful if the status Successful is shown under 'Status'. Kindly visit your preferred branch to collect your debit card
<p>22</p>	<p>How do I open an Investment Account via Bank Islam Internet Banking?</p>	<p>Please follow the following steps:</p> <ul style="list-style-type: none"> i. Go to https://www.bankislam.biz/ ii. Login to Bank Islam Internet Banking iii. Click My Accounts, click Apply and select Open New Account iv. Select the type of account you wish to open under the Investment Account and click Next to proceed v. A checkbox stated I am expecting return that is higher than the deposit products even at the expense of the capital preservation will be checked by default

		<ul style="list-style-type: none"> vi. Complete the Suitable Assessment Form and click Next to proceed vii. Under Account Opening Details, select which account you would like to make the deposit from the From Account dropdown viii. Select your Preferred State and Preferred Branch to collect your Debit Card-i ix. Key in the desired amount to place. Refer to question number 8 above for the minimum amount for placement x. Select the Source of Funds from the dropdown xi. Read, understand, and tick all items under Akad Statement & Declarations. Click Next to proceed xii. Read and understand the Consent for Cross Selling and tick the box xiii. Provide your answers for all questions under FATCA Declaration by using the dropdown answers and tick if agree to the above FATCA Declaration xiv. Click the dropdown to provide your answer for Tax Residency Declaration and click Next to proceed to the confirmation page xv. At the confirmation page, verify the details of the request displayed. If correct, click Request i-Access Code xvi. Key in the i-Access Code sent to your registered phone number xvii. Your request is successful if the status Successful is shown under 'Status'. Kindly visit your preferred branch to collect the debit card of the account
23	I need help with my application. Who can I contact?	You can call our Call Centre at 03 26900 900 or email contactcenter@bankislam.com.my for assistance.