

Personal Banking >> Other Services >> Strategic Partnership >> PTPTN

Frequently Ask Questions (FAQs)

1. What is SSPN-i?
 - The SSPN-i is a savings scheme created by Perbadanan Tabung Pendidikan Tinggi Nasional (PTPTN) to encourage parents/guardian to make savings for their children's higher education.

2. What are the benefits of SSPN-i?
 - The account holder is eligible to apply for PTPTN education loan;
 - Tax exemption on the current year's net savings of up to RM6,000 per year for accounts opened on behalf of your child/adopted children as beneficiaries
 - Free Takaful coverage on depositors with savings of RM1,000 and above
 - Competitive dividend rates and exempted from income tax
 - Savings are guaranteed by the government

3. What are the conditions to open SSPN-i account?
 - Malaysian citizen aged 1 day old until 29 years old, account can be opened by parents/legal guardian.
 - Malaysian citizen aged below 18 until 29 years old, customer is given a choice to open the account under his/her own name or it can be opened by their parents/guardian.
 - Malaysian citizen aged 29 years old and above must open the individual account.

4. What are the SSPN-i services provided at Bank Islam branches?
 - SSPN-i account opening
 - SSPN-i account cash deposit
 - SSPN-i account linkage to Bank Islam Debit Card-i (BIDC-i).
 - Withdrawal via Bank Islam ATM

5. What are the documents required to open SSPN-i account at Bank Islam branches?
 - Completed SSPN-i Account Opening Application Form;
 - Copy of MyKad/Military Card/Police Card of the depositor; and
 - Copy of MyKid/Birth Certificate/MyKad of the child or Certification of Adoption (If the SSPN-i account is meant for an adopted child).

6. What is the initial deposit to open SSPN-i account?
 - The minimum deposit is RM20

7. What are the operating hours for Bank Islam branches?

Day	Operating Hours
Monday - Thursday	9.30 am - 4.30 pm
Friday	9.30 am - 12.30 pm 2.30 pm - 4.30 pm
Saturday and Sunday	Closed

8. Are the operating hours for Kelantan and Terengganu branches the same as in branches in other states?

No. Operating hours for Kelantan and Terengganu branches are as follows:

Day	Operating Hours
Sunday - Thursday	9.30 am - 4.30 pm
Friday and Saturday	Closed

9. What are the SSPN-i services that can be performed at Bank Islam ATM?

- SSPN-i account balance Inquiry
- SSPN- i account cash withdrawal
- Funds transfer to / from SSPN- i account

10. What should I do before performing SSPN-i transactions at the ATM?

- i. You need to have a transactional deposit/investment account with Bank Islam (savings/current/transactional investment account).
- ii. You need to have a BIDC-i.
- iii. You need to link the SSPN- i account to your BIDC-i.

11. How do I link the SSPN-i account to Bank Islam Debit Card-i.

- The linkage can be done at any Bank Islam branches

12. What are the documents required to link the SSPN-i account to Bank Islam Debit Card-i.

- MyKad/Military Card/Police Card and BIDC-i.
- The SSPN-i Account Linkage Form can be obtained at any Bank Islam branches

13. What is the minimum amount for cash withdrawal from SSPN- account via Bank Islam ATM?

- Minimum amount is RM10.

14. What is the maximum amount for cash withdrawal from SSPN-i account via Bank Islam ATM?
- As per current daily ATM funds withdrawal limit, which is RM5,000 (including daily withdrawal limit from Bank Islam account and Tabung Haji account).
15. I forgot to bring my Bank Islam Debit Card-I when I visit the branch. Can I still link my SSPN-i account with my Bank Islam Debit Card-i?
- No. Apart from MyKad/Military Card/Police Card, the accountholder is required to bring the BIDC-i to perform the linkage.
16. What are the types of fund transfer of SSPN-i that can be done at Bank Islam ATM?
- Funds transfer from SSPN-i account to Bank Islam account.
 - Funds transfer from Bank Islam account to SSPN-i account.
 - Funds transfer from SSPN-i account to SSPN-i account.
17. What is the minimum amount for fund transfer from SSPN-i account to Bank Islam via Bank Islam ATM?
- The minimum limit is RM10.
18. What is the minimum amount for fund transfer from Bank Islam to SSPN-i account via Bank Islam ATM?
- The minimum limit is RM2.
19. What is the maximum amount for funds transfer to/from SSPN-i account via Bank Islam ATM?
- As per current daily ATM funds transfer limit, which is RM30,000 (including transfer to/from Bank Islam, Interbank GIRO (IBG), Instant Fund Transfer (IBFT) and Tabung Haji).
20. What are the SSPN-i services that can be done through Bank Islam Cash Deposit Machine? The followings are the services that can done through Bank Islam CDM BIDC-i
- SSPN-i account balance inquiry using BIDC-i
 - Cash deposit to SSPN-i account.
21. What are the fees/charges imposed for transactions via Bank Islam ATM/CDM?

Channel	Transaction	Charges	Account that will be debited
ATM	Cash Withdrawal from SSPN-i account	RM0.50	SSPN account
	Funds Transfer from SSPN-i account to Bank Islam account	RM0.50	SSPN account
	Funds Transfer from Bank Islam account to SSPN-i account	RM0.50	Bank Islam account
CDM	Cash Deposit to SSPN-i account	No Charges	PTPTN

22. What are the operating hours to access SSPN-i at Bank Islam ATM/CDM?

- From 6 am until 12 midnight.

23. Whom do I contact if I need clarification/assistance?

- For enquiries, please contact Bank Islam Contact Centre at 03-900 900 or PTPTN Contact Centre at 03-21 933 000.