



FREQUENTLY ASKED QUESTIONS (FAQ)

FINANCIAL PROCESS EXCHANGE (FPX) SERVICE FOR PLACEMENT OF E-TERM DEPOSIT VIA RHB NOW INTERNET BANKING


1) **What is FPX service?**

FPX is an online payment gateway system to facilitate fund transfers between participating financial institutions in real time by debiting your savings or current account in another bank for Fixed Deposit (FD)/Commodity Murabahah Deposit-i (CMD-i) placement via RHB Now Internet Banking.

2) **What is the operating hours for the RHB Now FPX Service?**

The service is available daily from 07:00am – 11:00pm in RHB Now Internet Banking. However, FPX service is subject to the other participating banks' internet banking service availability.

3) **How do I perform FD/CMD-i placement from my other banks via FPX through RHB Now Internet Banking?**

1. Log on to <http://logon.rhb.com.my>
2. Click “e-FD Placement” icon  on home page, choose product type (Conventional or Islamic)
3. Complete fund transfer details once you have been redirected to your chosen bank’s login page
4. Wait for your confirmation notification, after which you will be navigated back to RHB Now Internet Banking

4) **What is the minimum and maximum transaction limit for FD/CMD-i placement via FPX?**

Minimum placement limit is depending on FD/CMD-i product type;
Maximum placement limit is RM200,000 per transaction or subject to prescribed maximum limit/amount of transfer in the Customer’s individual internet banking maintained with the relevant bank, whichever is lower.

5) **Can I uplift a successful FD/CMD-i placement via FPX on the same day?**

For placement made from funds transfer from other banks via Financial Process Exchanges (“FPX”), withdrawals are not allowed on the placement date through RHB Now Internet Banking. Alternatively, you may proceed for withdrawal at any of RHB Branches.

6) **How do I update my FPX daily limit?**

Please follow the steps below:

1. Login to RHBNow Internet Banking
2. Select “Profile”
3. Select “Change daily transaction limit”
4. Enter your Pre-OPT (One Time Password)
5. Enter your preferred FPX limit at “FPX Payment”
6. Preview and verify the details followed by OTP
7. Click “submit” to complete the process