

FREQUENTLY ASK QUESTION (FAQ)

RHB #JomDerma

1. What is RHB #JomDerma?
RHB #JomDerma is an ongoing program that connects the door between Non-Profit Organization (NPO) and public by providing a platform to receive and make cashless and contactless donation via DuitNow QR. All donations from public will be channeled directly to the beneficiaries' accounts.
2. How does this work?
RHB will display the basic information of the eligible NPO enrolled with RHB DuitNow QR at RHB #JomDerma website for donation purposes
3. How does RHB #JomDerma benefit NPO and public?
Through DuitNow QR, public can make a donation from any participating Banks or e-wallets platform registered with PayNet. NPO would only need to display one DuitNow QR Code to receive a donation. Leveraging on the DuitNow QR platform, we intend to replace the traditional ways of donation by encouraging Public to donate from their smartphones/tablet easily, securely and fast instead of key-in the beneficiary's account number
4. What is DuitNow QR?
DuitNow QR is Malaysia's National QR Standard established by PayNet under the Bank Negara Malaysia's Interoperable Credit Transfer Framework (ICTF).
5. Who can participate in this programme?
All registered and legitimate NPO such as Religious Body, Welfare, Healthcare, Environmental and Education entity registered with The Registry of Societies (ROS) or The Companies Commission of Malaysia (CCM).
6. How to participate in this Program?
 - Step 1: Open an Association Current Account/-i with RHB OR use an existing RHB Association Current Account/-i.
 - Step 2: Register DuitNow QR via RHB Reflex Mobile App (for step by step registration process, please refer to RHB Reflex DuitNow QR user Guide) published in RHB #JomDerma website or visit <https://www.rhbgroup.com/duitnowqr/files/rhb-reflex-duitnow-qr-user-guide.pdf>
7. Any document required to sign up RHB DuitNow QR?
No document is required. However, to register RHB DuitNow QR, NPO must have RHB Association Current Account/-i.
8. How do I use DuitNow QR for my donation collection from public?
Registered NPO generates DuitNow QR via RHB Reflex Mobile App and display the DuitNow QR code to public via digital or in printed forms.

Public to scan the DuitNow QR code from any mobile banking or e-wallet platform registered with PayNet, and the donation will be credited instantly to the beneficiary's account.

FAQ for Association / Non – Profit Organization (NPO)

- For further details, please refer to RHB Reflex DuitNow QR User Guide, published in RHB #JomDerma website or visit <https://www.rhbgroup.com/duitnowqr/files/rhb-reflex-duitnow-qr-user-guide.pdf>

9. Are there any charges imposed to NPO to receive donation via DuitNow QR?

*As for now no charges imposed if the donation receives from Current Account/-i, Saving Account/-i or e-wallet platform. However, donation receive from donor's Credit Card/-i, 0.25% will be deducted from the donation amount. All donation will be credited instantly to beneficiary's account.

***Charges are subject to change.**

10. Is all NPO registered with RHB DuitNow QR eligible to be published in RHB #JomDerma website?

NPO to submit the completed enrolment form at the nearest RHB Branch. Upon receiving the enrolment form, RHB will do the screening and only approved association will be published in RHB #JomDerma website. RHB has the discretion to approve or deny the application based on the fulfilment criteria by the NPO.

11. What information will be displayed on the RHB #JomDerma website?

RHB will display the following information:

- Name of Association/NPO
- Business Registered address
- DuitNow QR Code
- Image of logo/building or any relevant and acceptable image
- Brief description of the Association/NGO

RHB reserves the right to reject, add and/or remove any content that are deemed inappropriate or inconsistent to RHB #JomDerma requirement at RHB #JomDerma website with sufficient prior written notice.

12. I am interested to join this program. How do I join?

You may visit the nearest RHB branches and submit the enrolment form.

13. I have submitted the enrolment form. How do I know if my application is approved or rejected?

You will receive notification via email from RHB within 21 working days from the date of enrolment form submitted and acknowledged receipt by the RHB branch.

14. How does public donate to their preferred NPO at RHB #JomDerma website?

The public can visit RHB #JomDerma website and launch DuitNow QR from any participating bank and e-wallet platform registered with PayNet from their smart phone/tablet and scan DuitNow QR image displayed on the website.

-End of Document-