

FAQ - Pay Now Payment Contribution

Q: What is Pay Now?

A: Pay Now is a facility for certificate owner to make contribution payment via [i-Get In Touch](#).

Q: Where can the certificate owner access Pay Now?

A: Certificate owner can access Pay Now via i-Get In Touch except for Initial Contribution Payment. However, Certificate owner needs to [register](#) as an i-Get In Touch user first.

Q: Can certificate owner use debit card to make payment via Pay Now?

A: Yes. You may use debit card issued in Malaysia only under Visa or MasterCard.

Q: Can certificate owner use foreign bank debit card to make payment via Pay Now?

A: No. Pay Now only accept debit card issued in Malaysia under Visa or MasterCard.

Q: Can certificate owner use foreign bank credit card to make payment via Pay Now?

A: Yes. However, this is only applicable for credit card with 3D Secure.

Q: What is 3D Secure Service?

A: 3D Secure service requires an additional security layer and authentication step for online card transactions.

This service is to safeguard against the risk of fraudulent transactions by requesting cardholders to provide the One Time Password (OTP) in order to process the online transactions.

This service is provided by Visa and MasterCard namely called "Verified by Visa" and "MasterCard SecureCode."

Q: Can certificate owner uses family member's credit card/ debit card to make payment via Pay Now?

A: Yes, subject to cardholder relationship as below:-

- a. Spouse
- b. Children
- c. Parents
- d. Siblings

Q: Can certificate owner register the credit card/debit card for recurring billing via Pay Now?

A: Yes, when certificate owner made payment via Pay Now, they can opt to use the same card for future recurring payment.

Q: What if certificate owner registered recurring payment via Pay Now and now he/she wants to change to another card for recurring?

A: Certificate owner can perform change payment method under "My Service Request" in i-Get In Touch to update the new card details as follows:-

i-Get In Touch >> My Service Request >> Change Payment Method

Q: Are there any receipts issued for payment via Pay Now?

A: No receipts will be issued for payment made via Pay Now. However, certificate owner may refer to the payment confirmation sent via SMS and email.