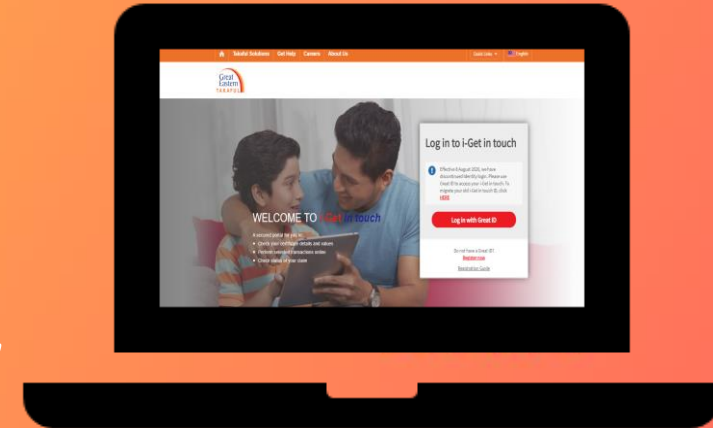


FREQUENTLY-ASKED-QUESTION (FAQ)

i-Get In Touch:
Contribution
Payment – Pay Now



FAQ: i-Get In Touch: Contribution Payment – Pay Now

MAIN MENU

1. Pay Now



2. 3D Secure Service



3. Register/Change Card



4. Eligibility to use Pay Now



5. Technical issues/problem



1. Pay Now

1.1 What is Pay Now?

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

1.2 Where can the Certificate Owner access Pay Now?

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.

1.3 Can Certificate Owner use debit card to make payment via Pay Now?

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

1.4 Can Certificate Owner use foreign bank debit card to make payment via Pay Now?

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

1.5 Can Certificate Owner use foreign bank credit card to make payment via Pay Now?

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

1. Pay Now

1.6 Are there any receipts issued for payment via Pay Now?

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.

1.7 How to access Pay Now?

You can login to [i-Great In Touch](#) using your Great ID. You need to register first before you can login. You can follow the Contribution Payment-Pay Now guide [here](#).



2. 3D Secure Service

2.1 What is 3D Secure Service?

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 “Verified by Visa” and “MasterCard SecureCode.”



3. Register/Change Card

3.1 Can Certificate Owner register the credit card/debit card for recurring billing via Pay Now?

This option only available in Pay Now if the certificate meets the criteria. 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](#)

3.2 What if Certificate Owner registered recurring payment via Pay Now and now he/she wants to change to another card for recurring?

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](#)

3.3 Is the Certificate Owner allowed to use debit/credit card from any issuing banks?

Yes. You may use debit/credit card from any issuing bank as long as it is issued in Malaysia under Visa and MasterCard.

3.4 What information do Certificate Owner need to register the credit/debit card?

All you need is the Cardholder’s Name, Card Number, Expiry Month & Year, Security Code and Issuing Country.



4. Eligibility to use Pay Now

4.1 What type of payment is eligible via Pay Now?

Type of payment that eligible via Pay Now are:

1. Renewal Contribution
2. Reinstatement
3. Non Lapsed Top-up

4.2 Can I pay for all certificates using Pay Now?

Pay Now is not eligible for group business channel certificate and only eligible for Agency and Banca Certificates.

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

Yes, subject to cardholder relationship as below:

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



5. Technical Issue/Problem

5.1 How many attempts allowed if the payment is unsuccessful?

Certificate Owner will be given 3 attempts to make payments.

5.2 Can Certificate Owner check the payment record in i-Get In Touch?

Yes. Certificate Owner can check payment record as below:

[My Portfolio >> View Certificate Details >> Contribution Records](#)

5.3 Will Certificate Owner be notified once payment is successful?

Yes. You will be notified through text message sent to your mobile number

5.4 Can Certificate Owner do multiple payment in one time?

No, you need to tick respective certificate and make payment one by one

5.5 When will the payment be updated after payment successfully performed?

Upon successful transaction, payment will be updated immediately.

5.6 What might be the reason for the unsuccessful payment?

Unsuccessful payment can be due to internet connection problem or incorrect name and debit/credit card's number.



FAQ: i-Get In Touch: Contribution Payment – Pay Now

Need help? Please contact us



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