

**General Information**

## 1. What is i-bizRAKYAT?

- i-bizRAKYAT is an internet banking platform from Bank Rakyat, specifically designed for institutional customers (i.e. Cooperative / society / corporate / companies / organization) to perform online banking transactions).

## 2. What are the time limitations for i-bizRAKYAT services?

- There are no time limitations for i-bizRAKYAT services. i-bizRAKYAT is available 24 hours a day and 7 days a week, including weekends and public holidays.

## 3. Who are the type of users for i-bizRAKYAT?

1) **Corporate Admin (Maker)**

Corporate Admin (Maker) act as an authorized person from the company to perform function as stated below:-

- \*Maintain User Profile
- \*Maintain User Access Role
- \*Maintain Company Details
- \*Pre-Account registration (Favorite Beneficiary)

2) **Corporate Admin (Checker)**

Corporate Admin (Checker) act as an authorized person from the company to approve the maintenance perform by Corporate Admin (Maker).

3) **Data Entry**

Data Entry refers to the parties appointed by the company to initiate payment transaction.

4) **Verifier**

Verifier refers to the parties appointed by the company to verify the transaction initiated by Data Entry before been routed to Authorizer for approval.

5) **Authorizer**

Authorizer refers to the parties appointed by the company to approve payment via security token.

6) **Viewer**

Viewer refers to the parties appointed by the company to perform inquiry function.

## 4. What is the Shariah concept being used in i-bizRAKYAT?

i-bizRAKYAT is using the concept of Ijarah Khadamat for the following services:

## FREQUENTLY ASKED QUESTIONS

**i-bizRAKYAT**  
Date: 30 May 2017

### 5. What are the requirements to subscribe to i-bizRAKYAT?

Institutional customers such as sole proprietorships / cooperatives / corporations / companies / associations / other organizations that have a saving account-i, current account-I (eCAI) or both with Bank Rakyat.

### 6. How to access i-bizRAKYAT?

- Access to i-bizRAKYAT may be done via normal login process which requires User ID and Password (for Data Entry and Verifier) and User ID, Password and Token for Authorizer.

### 7. Is it possible to access i-bizRAKYAT from outside of Malaysia?

- i-bizRAKYAT can be access even if you are in overseas as long you have the laptop/PC and Wi-Fi/mobile internet to access the website.

### 8. What are the procedures to apply i-bizRAKYAT?

- The application form i-bizRAKYAT must be completed.
- Resolution of the Board of Directors to subscribe an account i – bizRAKYAT and the appointment of an account operator i – bizRAKYAT.
- A copy of identification card (IC) of authorizer.

### 9. What is the minimum PC requirement to access i-bizRAKYAT?

Supported Web Browsers	
Internet Explorer 8 and above	Firefox 30 and above
Chrome 40 and above	Safari 8 and above
Opera 36 and above	

RAM requirement	
Minimum	2 GB
Recommended	4 GB / 8 GB

## **Security**

### 10. What is Audit Trail?

- Audit Trail is a tracking system which records all kind of tasks perform by User. Each activity will be recorded according to User ID, Password and Time.

### 11. How secure is i-bizRAKYAT?

- Authentication – adopt 2 factor authentications (user ID/Password and Security Token).
- Data Masking – Mask sensitive information (e.g. Salary) and allow only specified user group (e.g. Human Resource) to view detail.
- Confidentiality – SSL encryption
- Audit Trails
- Access rights by user/module/account
- Dual Control – any action or changes requires authentication.

### 12. What are the alternatives to strengthen the access security?

- Never reveal Username or Password to any third parties even to Bank Rakyat representatives.
- Ensure the Password created are unique that consist of alpha numeric and minimum of 8 Characters.
- Updates your password every quarter via [www.ibizrakyat.com.my](http://www.ibizrakyat.com.my)

## FREQUENTLY ASKED QUESTIONS

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### Registration

13. What are the documents needed to register for i-bizRAKYAT?

- The documents required for registration are :
  - i. A duly completed Application form.
  - ii. Board of Directors' Resolution / Minutes of Meeting (for Cooperative Society).
  - iii. Copies of identity Card for appointed personnel.

14. What is the process if there is a change of Authorized User?

Please notify the Bank officially of any changes in Authorised User by submitting the following:

- i. i-bizRAKYAT Maintenance Form.
- ii. Board of Directors' Resolution / Minutes of Meeting.
- iii. Copies of Identity Card for appointed personnel.

15. What are the type of Token available to access i-bizRAKYAT?

- Soft Token  
Soft is a software program that produces new single-use passcodes or one time password at preset time intervals. It is used to log in or authenticating a payment transaction in i-bizRAKYAT.
- Hard Token  
It is a security token that supports Challenge Response Authentication. A challenge response is a series of Steps in which the system presents a question ("challenge") and the user must provide a valid answer ("response") via the hard token in order to log in or authenticating a transaction.

16. What should I do if the Security Token fail to activate / is corrupted?

- Hard Token  
Please complete the Device Return Form and submit the original copy with the token to the designated address.
- Soft Token  
Contact our Tele-Rakyat at 1-300-80-5454 (local) or 603-5526 9000 (overseas) for further assistance.

17. What if I forgot my password?

Please contact our Tele-Rakyat at 1-300-80-5454 (local) or 603-5526 9000 (overseas) during office hours or e-mail us at [telerakyat@bankrakyat.com.my](mailto:telerakyat@bankrakyat.com.my). Our operating hours are Monday - Friday: 7.30am - 9.30pm and Saturday - Sunday: 8.30am - 5.30pm. We are closed on Federal Public Holidays.

18. What are the actions to be taken if I lost my Hard token?

Notify our Tele-Rakyat as soon as possible followed by submission of the duly completed i-bizRAKYAT Maintenance Form (B3) to the following address.

Cash Management Department  
24<sup>th</sup> floor, Tower 1,  
Bank Rakyat Twin Tower,  
No. 33, Jalan Rakyat, 50470, KL Sentral

**Extra Information**

<b>FREQUENTLY ASKED QUESTIONS</b>	<b>i-bizRAKYAT</b> Date: 30 May 2017
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## 19. What are the services offered in i-bizRAKYAT?

ACCOUNT MANAGEMENT	Assist you to manage your company's account.
RENTAS	Real Time 3 <sup>rd</sup> party payment/funds transfer via RENTAS subject to minimum transaction amount of RM10,000.
BULK TRANSACTIONS	This features will enable transaction to be done in bulk i.e payment for dividend, suppliers, etc.
FUND TRANSFER (INTRABANK & INTERBANK)	The Intrabank Service will enable funds to be transmitted to your other accounts or 3 <sup>rd</sup> party accounts within Bank Rakyat. The interbank fund transfer via IBG will enable fund transfer to your accounts or 3 <sup>rd</sup> party accounts at other banks via Paynet Interbank Giro (IBG) subject to maximum amount of RM 500,000 for each transaction.
BILL PAYMENT	This function allows you to : 1) Pay utilities 2) Donate to charity organization of your choice
PAYROLL PAYMENT	Use this facility to perform salary payment.
REMITTANCE FOREIGN TT	This service will enable remittance of fund to overseas.
ZAKAT PAYMENT	Zakat payment to Pusat Zakat is possible.
FINANCING PAYMENT	This function enables you to manage your financing facility with Bank Rakyat.
FPX DIRECT DEBIT PAYMENT	FPX is an online platform for payments or purchases of goods and services for both customers and merchants. It is a project spearheaded by Bank Negara Malaysia to create an efficient Internet-based online payment gateway for business-to-business (B2B) or business-to-customer (B2C) participants.

**Extra Information**

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20. Is there any fee for utilizing i-bizRAKYAT?

RENTAS	RM 2.00 per transaction RM 0.12 GST (6%)
Bulk Transaction	Free
Intrabank Transfer	Free
Interbank Fund Transfer (IBG)	RM 0.10 per transaction GST waived
Bill Payment	Free except for the following agencies : <ul style="list-style-type: none"> <li>• Majlis Daerah Jasin</li> <li>• MARA</li> <li>• Perbadanan Bekalan Air Pulau Pinang</li> <li>• Perbadanan Tabung Pembangunan Kemahiran (PTPK)</li> <li>• TEKUN</li> <li>• Yayasan Sarawak</li> <li>• MERCY Malaysia</li> <li>• Yayasan Canselor (Dana Waqaf) UKM</li> </ul>
Payroll Payment	Free
Remittance Foreign TT *	RM 22 per transaction RM 1.32 GST (6%)
Zakat Payment *	Free
Financing Payment *	Free
FPX Direct Debit Payment	To Be Notified

**Extra Information**

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## 21. Transaction Limit and Payment Details

Items	Channels			
	Intrabank Fund Transfer	Interbank Giro (IBG)	Instant Transfer (IBFT)	RENTAS
Maximum Transaction Limit (RM per transaction)				
Sole-proprietors, partnership, SME and other corporate	No Limit	Maximum RM 500,000 for every transaction	Offering	Minimum RM 10,000 for every transaction
Payment References				
Availability of payee's name and transaction in beneficiaries's bank statement	No	Yes	Yes	Yes
Reference name of the recipient and the payment reference in payers' bank statement	No	No	Yes	No
Future-dated payment	-	No	-	-
Operating Hours	24 hrs	24 hrs	24 hrs	Cut off Time 3.00 pm

**Extra Information**

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## 22. Crediting Time

Services	Transaction Time	Received by the Beneficiary	Refund Time
Intrabank Fund Transfer	Monday – Friday	Immediately	Not Applicable
	Non-business days		
Interbank GIRO (IBG)	Monday – Friday		
	Before 5.00 am	Same day By 11.00 am	By 5.00 pm
	5.01 am – 8.00 am	Same day By 2.00 pm	By 8.20 pm
	8.01 am – 11.00 am	Same day By 5.00 pm	By 11.00 pm
	11.01 am – 2.00 pm	Same day By 8.20 pm	By 11.00 am, next business day
	2.01 pm – 5.00 pm	Same day By 11.00 am	
	After 5.00 pm	Next business day By 11.00 am	By 5.00 pm
	Non-business days (Saturday, Sunday and Federal Territory Public Holidays)	Next business day By 11.00 am	By 5.00 pm
RENTAS	Monday – Friday	Immediately	8 am – 6 pm business day
	Non-business days	Not offering	