# FAQ – Online Fixed Deposit Promotion

Promotion period: 01 June 2020 – 30 June 2020

Note:

Internet Banking FD placement only caters for <u>Conventional & Single Holder Fixed</u> <u>Deposit</u> accounts only.



## FAQ

- 1) I have no access to OCBC Internet Banking, can I activate my OCBC Internet Banking?
- Yes, you can activate your internet banking access online with your OCBC Credit Card/OCBC Debit Card. <u>Click Here</u>
- 2) I have no existing FD Account, can I place online FD?
- Yes, you can still make a FD placement online. <u>Click Here</u>
- 3) I have an existing FD Account, can I place another online FD?
- Yes, you can make another FD placement online. <u>Click Here</u>
- 4) I have existing FD Account but there is no Tenor display in the dropdown list.
- Online FD placement only applicable for Conventional FD and not applicable for Islamic FD.
- Only FD Account with description "FIXED/TIME DEPOSIT" can make the FD placement.
   <u>Click Here</u> for more information.



### Guide to activate OCBC Internet Banking

#### Note:

Internet Banking placement only caters for **Conventional & Single Holder Fixed Deposit** Account.



### **OCBC Online Banking Activation**

### Step 1:

Visit link <u>https://www.ocbc.com.my/group/group-home.html</u> to OCBC Online Banking and click on '**Login'** 



Next

e user? Activate now

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First

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Forgot Login ID/Password?

Need Help?



### **OCBC** Online Banking Activation

### Step 3:

Complete the details and click "Next"



#### Online Banking Activation / Retrieve Login ID / Reset Password

#### Online registration is quick, simple and secure!

Did you know? You can also register or reset your password if you do not have PIN

#### For new activation

- 1. Enter Debit Card/Credit Card
- 2. Key in your personal details
- 3. Key in your desired Login ID & Password ( 8 12 alphanumeric characters )
- 4. Confirm your mobile number for SMS security token

#### To retrieve your Login ID

- 1. Enter Debit Card/Credit Card
- 2. Key in your personal details

#### To reset your password

- 1. Enter Debit Card/Credit Card
- 2. Key in your personal details
- 3. Key in your new desired Password (8 12 alphanumeric characters )

If you need further assistance on the above, please call our Contact Centre at +603 8317 5000.

1. Your Debit Card / Credit Card	·
Please select V	
2. Personal details	
Identification type:	Identification no.:
Please select 🔹	
Date of birth:	
Day   Month	▼ Year ▼
3. Extra security check	
Generated Captcha	Enter the characters as seen in the box (letters are case sensitive)
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Help

# Guide to make FD placement online without an existing FD Account

Note:

Internet Banking placement only caters for **Conventional & Single Holder Fixed Deposit** Account.



If you do not have an existing FD account

### Step 1:

Visit link <u>https://www.ocbc.com.my/group/group-home.html</u> to OCBC Online Banking and click on '**Login'** 



Need Help?

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First time user? Activate now



If you do not have an existing FD account

### Step 3:

Verify the Security image and Click 'Confirm'



#### Step 4:

Key in Password and click 'Login'





#### If you do not have an existing FD account

### Step 5:

Key in OTP and click 'Submit'





### If you do not have an existing FD account

### Step 6:

Click 'Open an account' and select 'Open an account' under 'Fixed Deposit'

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### If you do not have an existing FD account

### Step 7: In Open an Account page

- a. Select one account you wish to open
- Choose Conventional
   Fixed Deposit

b. Choose **Your mailing address & signature** for the new FD Account  Select one account you wish to open Account Conventional Fixed Deposit Learn more 2. Before we begin to open your account, we need to collect some information from you Information below are required for the purpose of account opening processing Your mailing address & signature We will refer to your existing account's signature Mailing Address of Account record and mailing address for the new account to be opened. If your address is not correct, please click here to update. Are your personal particulars below up to date? Below are additional information essential for account opening processing. Your mobile no. Email

Please be advised that the minimum initial deposit for 1 month placement is RM5,000 and minimum initial deposit for 2 to 60 months

placement is RM1.000. Please read the Terms & Conditions before making your Fixed Deposit placement

Please take note this service is unavailable from 9.00 p.m. to 9.00 a.m daily.



### If you do not have an existing FD account

### Step 7:

In Open an Account page

- c. Fixed Deposit Placement
- ✓ Choose Funding from your
   OCBC Account
- ✓ Key in FD Placement Amount (minimum RM1,000)
- ✓ Select Tenor = 10 Months
- ✓ Choose Maturity instruction

BC Bank



### If you do not have an existing FD account

#### **Step 7**:

In Open an Account page

- Click the Subscribe to e-Statement via Online Banking and email
- e. Click the Declaration checkbox and 'Next'

✓	Subscribe to e-Statement via Online Banking and email
Not	e: You will not receive paper statement. You will receive this e-statement at the email address you have registered with us.
~	Declaration
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button By submitting this Application,
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button By submitting this Application, (1) I/we have read and understand the product features.
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button By submitting this Application, (1) I/we have read and understand the product features. (2) I/we agree the TERMS AND CONDITIONS GOVERNING ACCOUNTS (3) I have read the PIDM's DIS Brochure and understand that this product is eligible for insured by PIDM.
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button By submitting this Application, (1) I/we have read and understand the product features. (2) I/we agree the TERMS AND CONDITIONS GOVERNING ACCOUNTS (3) I have read the PIDM's DIS Brochure and understand that this product is eligible for insured by PIDM. (4) All personal data submitted will be processed in accordance with OCBC's privacy policy (please click here to read).
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Submi button By submitting this Application, (1) I/we have read and understand the product features. (2) I/we agree the TERMS AND CONDITIONS GOVERNING ACCOUNTS (3) I have read the PIDM's DIS Brochure and understand that this product is eligible for insured by PIDM. (4) All personal data submitted will be processed in accordance with OCBC's privacy policy (please click here to read). Important Note:
	IMPORTANT: Please read TERMS AND CONDITIONS and PRODUCT INFORMATION SHEET before clicking the Subm button By submitting this Application, (1) I/we have read and understand the product features. (2) I/we agree the TERMS AND CONDITIONS GOVERNING ACCOUNTS (3) I have read the PIDM's DIS Brochure and understand that this product is eligible for insured by PIDM. (4) All personal data submitted will be processed in accordance with OCBC's privacy policy (please click here to read). Important Note: There will be no interest paid if you withdraw your Ringoit Eixed Deposit before the maturity date. Click here for more



Next

### If you do not have an existing FD account

Place a Fixed Deposit

### Step 8:

Check your details and click 'Submit'

Fixed deposit placement details	
Time deposit account FIXED/TIME DEPOSIT	
Amount MYR 1,000.00	
Tenor 10 months	
Maturity instruction Auto Renew Principal and Interest	
Funding from 360 ACCOUNT	

Back

Submit



#### If you do not have an existing FD account

### Step 9:

#### Key in OTP and click 'Submit'





### If you do not have an existing FD account

Place a Fixed Deposit

0	FD has been successfully placed. Reference no.: 2020030601002070 Date: 06 Mar 2020 4:22 PM
Fixe	ed deposit placement details
Time FIX Reco	e deposit account ED/TIME DEPOSIT
205 Amo MY	xunt R 1,000.00
10	months
Matu Aut Fund 360	urity instruction to Renew Principal and Interest ding from D ACCOUNT-
Inter 2.	est Rate (%p.a.) <b>65%</b>



FD placement completed.

#### Check your details

- Tenor: 10 Months
- Interest Rate (%p.a.): 2.65%



# Guide to make FD placement online with an existing FD Account

Note:

Internet Banking placement only caters for <u>Conventional & Single Holder Fixed Deposit</u> Account.



#### If you have an existing FD account

### Step 1:

Visit link <u>https://www.ocbc.com.my/group/group-home.html</u> to OCBC Online Banking and click on 'Login'



Need Help?

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First time user? Activate now



If you have an existing FD account

### Step 3:

Verify the Security image and Click 'Confirm'



#### Step 4:

Key in Password and click 'Login'





### If you have an existing FD account

### Step 5:

#### Key in OTP and click 'Submit'





### If you have an existing FD account

### Step 6:

Click 'Open an account' and select 'Place New Deposit' under 'Fixed Deposit'

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### If you have an existing FD account

### **Step 7**:

**Place a Fixed Deposit** 

- ✓ Choose FIXED/TIME DEPOSIT
- Choose Funding from your
   OCBC Account or Funding from
   your Other Bank's account in
   Malaysia
- ✓ Key in FD Placement Amount (minimum RM1,000)
- ✓ Select Tenor = 10 Months
- ✓ Choose Maturity instruction

And click 'Next'.



Please take note this service is unavailable from 9.00 p.m. to 9.00 a.m daily.

Important Note:

There will be no interest paid if you withdraw your Ringgit Fixed Deposit before the maturity date. Click here for more information.

Fixed deposit placemen	it details
Choose Time deposit acco	ant
FIXED/TIME DEPOSIT	<b>v</b>
Funding from your OC	CBC Account
360 ACCOUNT	•
Funding from your Ot	her Bank's account in Malaysia
Please select	v l
By clicking on the "Next" button Currency MYR	below, you agree to FPX's Terms and Conditions Amount 1000
10 months 🔻	View all rates
Maturity instruction	1
Auto Renew Principal and	d Interest 🔹



If you have an existing FD account

Step 8:

#### Check your details and click 'Submit' Place a Fixed Deposit

Fixed deposit placement details

Time deposit account

FIXED/TIME DEPOSIT

Amount

MYR 1,000.00

Tenor

#### 10 months

Maturity instruction

Auto Renew Principal and Interest

Funding from 360 ACCOUNT



#### If you have an existing FD account

### Step 9:

#### Key in OTP and click 'Submit'





#### If you have an existing FD account

Place a Fixed Deposit

FD has been successfully placed. Reference no.: 2020030601002070 Date: 06 Mar 2020 4:22 PM Fixed deposit placement details Time deposit account FIXED/TIME DEPOSIT Receipt no. 205819 Amount MYR 1,000.00 Tenor 10 months Maturity instruction Auto Renew Principal and Interest Funding from 360 ACCOUNT Interest Rate (%p.a.) 2.65%

### **Step 10**:

FD placement completed.

#### Check your details

- Tenor: 10 Months
- Interest Rate (%p.a.): 2.65%



# Guide to identify FD Account that allow for online FD placement

Note:

Internet Banking placement only caters for <u>Conventional & Single Holder Fixed Deposit</u> Account.



### FD Account that allow for FD Placement

- □ Can I make online FD placement?
- X ISLAMIC FD
- X FIXED DEPOSIT
- ✓ FIXED/TIME DEPOSIT

# What I need to do? <u>Click Here</u> for the next steps.

Fixed deposit placement details

Choose Time deposit account



