



REAL-TIME RETAIL PAYMENTS PLATFORM (RPP)

Participation & Access Framework

This publication provides information on the eligibility criteria, default management arrangements, and suspension / termination conditions applicable to participation in the RPP. It is intended for prospective and existing participants and complements the Participation Rules and RPP Operational Procedures.

In the event of inconsistencies, the rules and procedures shall prevail.

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1. Access to the RPP

The Retail Payment Platform (“RPP”) enables real-time retail payments across Malaysia’s financial ecosystem. Access is open to eligible organisations that meet defined governance, risk, and operational standards.

Who Can Participate

RPP participation is open to:

- **Banking Institutions** licensed under relevant Malaysian financial legislation
- **Non-Bank Entities**, including approved issuers of designated payment instruments, registered merchant acquirers, authorized financial technology providers, approved statutory bodies and entities regulated by competent authorities.

Participants may join as:

- **Primary Participants**, with direct connection to the platform; or
- **Indirect Participants**, accessing the platform via an approved sponsoring institution.

1.1. Key Eligibility Requirements

To ensure safety, resilience and fair access, applicants must be able to demonstrate:

- **Track Record & Incorporation**

A minimum three-year record in electronic payments, merchant acquisition, or payment technology. Where an organization does not have direct track record, its parent or controlling shareholder’s track record may be considered.

- **Financial Soundness**

Financial requirements vary by category (e.g. paid-up capital or net shareholder’s equity thresholds). These requirements ensure that Participants can support operational continuity and settlement obligations.

- **Operational & Technical Capability**

Participants must have the systems, connectivity and internal processes necessary to connect to and operate within the RPP environment.

- **Customer or Merchant Base**

Applicants must demonstrate an established base of users relevant to their business model.

- **Bank Guarantee (Where Required)**

PayNet may require a bank guarantee if an applicant's activities present heightened operational or financial risk to the ecosystem.

- **Ecosystem Contribution**

Applicants must demonstrate their ability to add value to the Malaysian e-payments landscape, including innovation and consumer benefits.

1.2. Admission Process

The admission process includes:

1. **Pre-screening** – assessment of eligibility and financial soundness
2. **Qualification** – due diligence review and confirmation of ability to meet scheme rules
3. **Implementation** – technical integration and certification
4. **Go-Live Approval** – rollout plan review and confirmation of operational readiness

2. Default Procedures

If a Participant experiences financial or operational distress that may affect settlement or system stability, PayNet activates the Participant Default Management Procedures (PDMP).

The PDMP ensures structured, timely and coordinated actions to maintain continuity of RPP services.

2.1. How Default Situations Are Managed

- **Early Detection & Notification**

A default event may be identified through notifications from the affected Participant, regulatory authorities, settlement systems or internal monitoring

- **Assessment of Impact**

PayNet assesses:

- the Participant's settlement obligations
- risk to other Participants
- availability of collateral or liquidity arrangements
- whether the disruption is temporary or prolonged

- **Crisis Management Actions**

Depending on severity, actions may include:

- deferring settlement windows
- temporary suspension of affected services
- coordinating with the central bank on liquidity support
- prioritizing settlement sequences for risk containment

- **Communication**

PayNet will keep affected Participants informed regarding settlement delays, settlement restrictions or required remediation actions

- **Return to Normalcy**

Normal operations resume when:

- obligations are fully settled, or
- the defaulting Participant is permanently removed from the system

3.Suspension and Termination

PayNet may suspend or terminate a Participant's access to RPP to safeguard the integrity and stability of the payment ecosystem.

The criteria for doing so are clearly defined in the RPP Operational Procedures.

3.1. Grounds for Suspension or Termination

A Participant may be suspended or terminated if:

- **Non-Compliance with Scheme Rules**
Breaches of operational, technical or regulatory requirements that are not remedied within the required timeframe
- **Settlement or Operational Risks**
Situations where the Participant cannot fulfill settlement obligations or pose systemic risk to other Participants
- **Loss of Required Status**
For example:
 - a bank Participant losing RENTAS membership
 - a non-bank losing its settlement bank or sponsor institution and failing to appoint a replacement
- **Regulatory Direction**
Suspension or termination may occur pursuant to regulatory instructions

3.2. What Happens When Participation Ends

A suspended or exiting Participant must

- notify customers that RPP services will cease
- ensure in-flight transactions are completed
- remove RPP-related branding
- complete outstanding obligations and settle fees
- support an orderly exit to avoid disruption to customer or other Participants

PayNet may impose additional requirements as necessary to maintain system stability.