



e-DIRECT DEBIT. FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is Direct Debit?

A convenient and effective interbank payment service which enables automated deductions for payments directly from your bank's savings or current accounts from 39 participating banks when you (payer) authorise the instruction.

2. Is Direct Debit secure?

Yes, every Direct Debit registration must be authorised by the account holder via an authorised signature or internet banking log in.

3. Will there be any cost charged to me for using the Direct Debit service?

No, Direct Debit is absolutely **FREE** for customers.

4. How does Direct Debit work?

There are 2 parts to Direct Debit:

(i) Direct Debit Authorisation (DDA)

Customers to enrol one time registration of Direct Debit mandate via paper form or online registration known as the e-Direct Debit, where both payee and payer will agree on the maximum amount to debit, frequency, bank and account to debit from and other details.

(ii) Direct Debit Instruction (DDI)

Payee (BMW Group Financial Services) to initiate a recurring instruction in compliance of DDA agreed which specifies the amount to be debited from payer's account.

5. What is e-Direct Debit?

- e-Direct Debit is an online Direct Debit authorisation mechanism whereby the Payer has to login to the Payee's mobile application (BMW Group Loyalty+ app at **iOS** <http://bit.ly/BMWLoyaltyApp> and **Android** <http://bit.ly/BMWLoyalty> for the online registration to:

- Authenticate the Payer's bank account that will be used for Direct Debit transactions.
- Authorise the use of the specific account [current, savings (CASA)] for Direct Debit purposes.

Company

BMW Credit (Malaysia) Sdn Bhd
(Company No. 75342-D)

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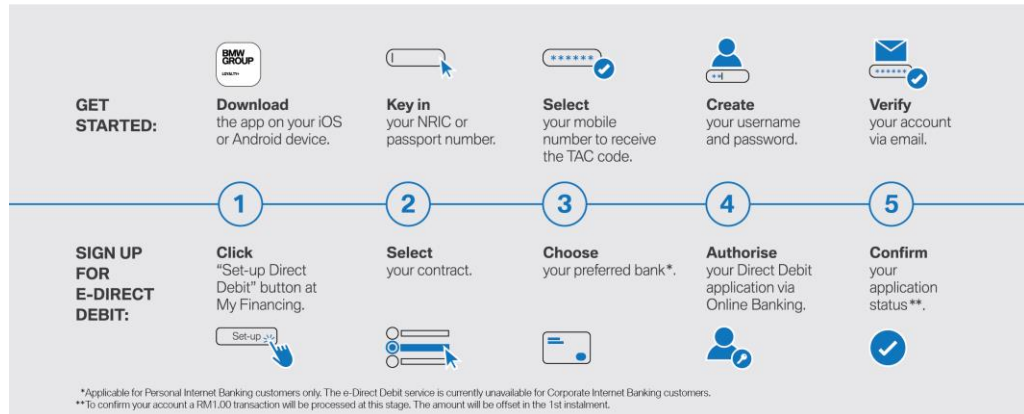
Internet

www.bmw.com.my/fs



6. How to sign up e-Direct Debit?

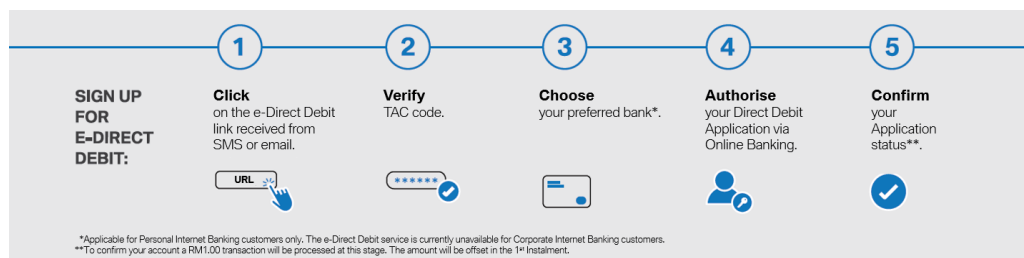
a) For Existing Customers



STEP 1: Customer to download the BMW Group Loyalty+ App at;
iOS <http://bit.ly/BMWLoyaltyApp> **Android** <http://bit.ly/BMWLoyalty>

STEP 2: Customer to register on BMW Group Loyalty+ App and set up e-Direct Debit as indicated in the diagram above.

b) For New Customers



STEP 1: Customer to click on the link received from Business Manager at your Preferred Dealership once your loan application has been approved.

STEP 2: Customer to set up e-Direct Debit as indicated in the diagram above.

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7. Is e-Direct Debit integrated with internet banking facilities in Malaysia?

Yes, for Individual Customers (B2C/ Business-to-Customers), e-Direct Debit is currently integrated with 18 participating banks via the FPX online payment service network as shown in the table below:

No.	Bank	B2C*	No.	Bank	B2C*
1	Affin Bank	√	11	HSBC Bank	√
2	Alliance Bank	√	12	Kuwait Finance House	√
3	AmBank	√	13	Maybank	√
4	Bank Islam	√	14	OCBC Bank	√
5	Bank Rakyat	√	15	Public Bank	√
6	Bank Muamalat	√	16	RHB Bank	√
7	Bank Simpanan Nasional	√	17	Standard Chartered Bank	√
8	CIMB Bank	√	18	United Overseas Bank (UOB)	√
9	Citibank**	√			
10	Hong Leong Bank	√			

*FPX banks that are available to Individual Customers (Business-to-Customers).

**The service will be available by November 2019.

8. My preferred bank is not listed as per the above or if I do not have access to internet banking, can I still apply for Direct Debit service?

Yes, you can still apply for the Direct Debit service via a physical form. Please contact BMW Customer Relations at 03-2719 2688 or email us at csinfo@bmw.com.my.

9. Can I apply for e-Direct Debit using my Corporate Internet Banking account?

No. Currently, e-Direct Debit application can only be registered using a Personal Internet Banking account. Corporate Internet Banking registrations for e-Direct Debit is currently unavailable.

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10. Why is RM 1.00 deducted from my account upon registration of e-Direct Debit?

The RM 1.00 deduction is mandatory to confirm that the bank account registered is active and to confirm that the customer has applied for Direct Debit service (to avoid future disputes). However, this amount will be offset against your instalment payment on the next instalment due date.

11. Why is my e-Direct Debit registration unsuccessful?

Your e-Direct Debit registration may be unsuccessful due to the following factors:

- a) Your bank account may be inactive or dormant.
- b) For other reasons specified by your banks, if so please contact your respective bank or BMW Customer Relations at 03-2719 2688 or email us at csinfo@bmw.com.my.

12. Can I terminate the e-Direct Debit service should I choose to do so?

Yes, should you decide to terminate your e-Direct Debit service please contact BMW Customer Relations at 03-2719 2688 or email us at csinfo@bmw.com.my.

13. Can I use my credit card account to make payments via e-Direct Debit?

No, payments via e-Direct Debit can only be made from your bank's savings or current account only.

14. My e-Direct Debit registration was successful, however the Direct Debit deductions have failed, why?

Your Direct Debit transaction may be unsuccessful due to the following factors:

- a) There is insufficient balance in your chosen bank account.
- b) Your bank account may be closed, dormant or inactive.
- c) For other reasons specified by your banks, if so please contact your respective bank or BMW Customer Relations at 03-2719 2688 or email us at csinfo@bmw.com.my.

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15. Can a third party make e-Direct Debit payments on my behalf

(For example: spouse, parents, etc.)?

Yes they can, provided the customer authorises the third party to authenticate the payment during e-Direct Debit registration process.

16. Upon successful registration, when will e-Direct Debit deductions happen?

Deductions will be initiated on the next instalment due date and recurring transactions will be on every due date onwards. For example, if a customer, having his payment due date on the 15th of October makes the e-Direct Debit registration on 12th October, hence the first instalment will happen on 15th November onwards. We require at least 3 to 4 working days to for your monthly recurring transaction to be activated.

17. Who is Payments Network Malaysia (PayNet)?

Payments Network Malaysia Sdn Bhd (PayNet) is Malaysia's premier payments network and central infrastructure for financial markets. Current PayNet product line includes Direct Debit, DuitNow, FPX, Interbank GIRO (IBG), Instant Transfer and MyDebit among others.

Bank Negara Malaysia (BNM) is PayNet's single largest shareholder, with eleven Malaysian's financial institutions namely, Malayan Banking Berhad, RHB Bank Berhad, Public Bank Berhad, CIMB Bank Berhad, AmBank (M) Berhad, Hong Leong Bank Berhad, Affin Bank Berhad, Alliance Bank Malaysia Berhad, Bank Islam Malaysia Berhad, Bank Muamalat Malaysia Berhad and Bank Kerjasama Rakyat Malaysia Berhad, as joint shareholders.

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