

## AUTOPAY FREQUENTLY ASKED QUESTION (FAQ)

1. How may I register for the TM Autopay service?

You may submit a subscription form to TM or you may liaise directly with your respective banks.

UniFi customers visit myUniFi portal at <https://occ.unifi.my>

Other services visit [www.tm.com.my](http://www.tm.com.my)

Step 1 Complete & print out the form. Remember to sign it!

Step 2 Fax to 03 2240 8242 / 03 2241 1670 OR

Email to [autopay@tm.com.my](mailto:autopay@tm.com.my) OR

Drop it at the nearest TMpoint

You may also get a form from our TMpoint outlets.

2. What type of credit cards and which banks may I use?

You may use Diners, American Express, all Visa and Mastercard issued by local banks except co-branded cards.

For TM services other than UniFi, you can also use your current account or savings account in Maybank, CIMB, BSN, Agro Bank and HSBC for TM Autopay. All you need is a stamping from your bank.

3. May I subscribe to TM Autopay to pay for another TM subscriber (e.g. father) using my credit card/debit card/bank account?

Yes, but the application form must be filled in by you, the credit card/debit card/bank account holder.

4. Tell me about the rebate.

Rebate of RM2 will be given for each billing account, with minimum payment of RM20. The rebate will be reflected in your following month's bill statement.

5. What if my bill is less than RM20?

Your bill is still paid but you are not entitled to the RM2 rebate.

6. What else do I get by subscribing to the TM Autopay service?

- ✓ Fuss-free way to pay your TM bill(s)
- ✓ Save time and money
- ✓ No more telephone or broadband service disconnection due to outstanding bill while you are away
- ✓ Extra points on your credit card

7. When will my card/account get charged? Can I set a specific date?

You may not set a specific date as we will automatically charge your card or account before the due date of each bill cycle once your TM Autopay service is active. The billing files are sent to the respective banks according to the bill dates.

8. If my TM Autopay application is successful today, when will my first payment be charged?

Your first payment via TM Autopay will be on the next billing period according to your bill date, subject to successful deduction by the respective bank.

9. Will I receive any notification when my card/account is charged?

No, only notifications on activation of the service and failed transactions (if any) will be sent to you by the bank.

10. Can I make partial payment?

No, you will be charged the total outstanding amount.

11. What happen if my TM bill has credit balance?

We will send the billing file with RM0 amount to the bank and you will not get charged.

12. How do I change my credit card information?

Download Change/Termination Form from [www.tm.com.my](http://www.tm.com.my)

Step 1 Complete & print out the form. Remember to sign it!

Step 2 Fax to 03 2240 8242 / 03 2241 1670 OR

Email to [autopay@tm.com.my](mailto:autopay@tm.com.my) OR

Drop it at the nearest TMpoint

If you are a UniFi customer, you may change your credit card information by visiting myUniFi portal at <https://occ.unifi.my>

13. What should I do when the card I am using for the TM Autopay service has expired?

Simply update us on the changes by following steps in Question 12.

14. If I do not make payment for 3 consecutive months (e.g. Jan, Feb, March) and the payment was cleared as an accumulated amount in the month of April, do I still get the rebate for the last 3 months?

No. Rebate given will be based on the payment of the total amount due as it is considered as a single transaction.

15. If I have exceeded my credit card/charge card/account limit, what will happen?

Your bill will not get paid as the payment instruction will be declined by the bank. You may make payment via other payment channels to enjoy uninterrupted services.

16. What should I do if I receive a letter stating that my payment has been declined?

You should contact your bank to find out the reason for the rejection.

In the meanwhile, you may make payment via other payment channels to ensure that you enjoy uninterrupted service.

17. Will my account be suspended if the TM Autopay payment is unsuccessful?

If payment failed for more than 2 months and the outstanding is more than RM10, your account will be suspended. You are advised to make payment via other payment channels enjoy uninterrupted services.

18. If I sign up for TM Autopay, may I cancel anytime or are there any terms and conditions that prevent me from doing so?

You may cancel at any time and choose another payment channel to pay your TM bill.

19. How do I cancel the TM Autopay service? Will there be any cancellation fee?

Download Change/Termination Form

Step 1 Complete & print out the form. Remember to sign it!

Step 2 Fax to 03 2240 8242 / 03 2241 1670 OR

Email to [autopay@tm.com.my](mailto:autopay@tm.com.my) OR

Drop it at the nearest TMpoint

If you are a UniFi customer, you may cancel the service at myUniFi portal <https://occ.unifi.my>

There is no fee for TM Autopay cancellation.