Frequently Asked Questions (FAQ)

No	Question	Answer
1	Who can open account online?	Online account opening is available to all new and existing individual customers who have any accounts such as Financing, Credit Cards, Savings, Current & Investment Account with Bank Islam
2	How do I open an account online?	New and existing customers can access to our website (www.bankislam.com) and look for Account Opening or go to https://vao.bankislam.com.my/vpnew to select the account to be opened. Existing customers have another option by logging into our Internet Banking and select My Account > Apply > Open New Account
3	What are the accounts that I can open online?	Below are the accounts that can be opened online: <table><tr><th>Account Type</th><th>Account Name</th></tr><tr><td rowspan="4">Deposit Account</td><td>Qard Savings Account-i</td></tr><tr><td>Basic Savings Account-i</td></tr><tr><td>Qard Current Account-i</td></tr><tr><td>Basic Current Account-i</td></tr><tr><td rowspan="2">Investment Account</td><td>Al-Awfar Account</td></tr><tr><td>iGAIN Account</td></tr></table>
4	What is the initial deposit / placement to open an account online?	The minimum amount you need to deposit differs from one <table><tr><th>Account Type</th><th>Product Name</th><th>Initial Deposit/ Placement (RM)</th></tr><tr><td rowspan="4">Deposit Account</td><td>Qard Savings Account-i</td><td>100</td></tr><tr><td>Basic Savings Account</td><td>20</td></tr><tr><td>Qard Current Account-i</td><td>500</td></tr><tr><td>Basic Current Account</td><td>500</td></tr><tr><td rowspan="2">Investment Account</td><td>Al-Awfar Account</td><td>100</td></tr><tr><td>iGAIN Account</td><td>1,000</td></tr></table> account to another. Here is the list of the initial deposit/ placement required:

5	When can I open an account online?	You can open an account online between 6:01am until 11:30pm (Malaysian time) on daily basis.
6	What are the supported web browsers to open an account online?	Our online account opening is best viewed using Microsoft Edge, Google Chrome, Mozilla Firefox, Opera and Safari.
7	Do I need to upload any document to open an account?	**For New Customer** Your MyKad (NRIC) is required. At this moment, other cards such as MyTentera, MyKid, MyPR, MyKAS and MyPolis are yet to be accepted. **For Existing Customer** No document is required.
8	How can I transfer the initial deposit/ placement?	You may use FPX to transfer your initial deposit / placement. Alternatively, you can perform own account transfer or DuitNow transfer from other banks or use Bank Islam Cash Deposit Machine to deposit cash into your new account.
9	If I fail to transfer the initial deposit/ placement within 30 days, what will happen to my newly opened account?	Your account will be automatically closed should there be no deposit made within 30 days from the date the account is successfully opened online.
10	Can a 3rd party (e.g. my parents) transfer the initial deposit/ placement to my new account?	**For New Customers** No, the initial deposit / placement into your newly opened account must be from your own account with another bank. Your transfer will be rejected should the account name differs from your name stated on MyKad. **For Existing Customer** Yes. We accept any incoming fund transfer from any source for example via third party transfer, DuitNow or any form of transfer.
11	Can I transfer below than the initial deposit/ placement?	No. You are not able to proceed if your transfer amount is below than the initial deposit/ placement.
12	How do I know whether my account is successfully opened online?	During the process, there is an acknowledgement page prompted online to notify you that the account has been successfully opened (at the end of the account opening). You may also view the account number in Account Summary dashboard once you login to Internet Banking or GO by Bank Islam.
13	Will I get any verification code for online account opening?	**For New Customer** You are required to register your phone number during the account opening process. OTP code will be sent to the registered phone number for verification purposes.

		For Existing Customer OTP code will be sent to the registered phone number with Bank Islam for verification purposes. Should your phone number differ from our record, you need to visit Bank Islam's nearest branch to update your phone number.
14	Will I be given a new debit card for my new account?	**For New Customer** Yes, you need to visit our nearest branch to collect and activate your debit card. **For existing customer** No. Your new account will be linked to your existing debit card. If you have more than one debit card, we will link to the latest issued debit card with active status. To request a new debit card or de-link the account, please visit our nearest branch. If you wish to replace your card (due to faulty, expired, etc), you may log in to Internet Banking and select Debit Card Maintenance. The replacement card will be delivered to your registered address with the Bank. Please note that there is fee imposed on replacement of debit card due to lost, stolen or damaged and you can refer to www.bankislam.com for the relevant fees and charges.
15	How do I activate my new debit card?	You may activate your debit card by visiting our nearest branch or log in to Internet Banking, select Debit Card Maintenance and select Debit Card Activation menu.
16	I'm an existing customer. What are the steps required to open account online via Bank Islam's Corporate Website?	Please follow the following steps: i. Click Account Opening on our corporate website www.bankislam.com ii. You will be redirected to Online Account Opening page (https://vao.bankislam.com.my/vpnew). iii. Select **ID type** and key in your identification number. Click Continue to proceed. iv. System will verify your identification number keyed-in and send the verification code to your registered mobile number. Key-in the OTP and click Continue to proceed.. v. Verify the information displayed on the screen. You can perform online update for Marital Status and Employment Information. Click Continue to proceed. vi. Please select your preferred product/account. Click Continue to proceed. vii. If you opt for Investment Account, please fill in Suitability Assessment STEP 06 Form (SAF). Click Next to proceed. viii. Read, understand and acknowledge the **Akad Statement** & **PIDM Declaration** and Click **Continue** ix. Read, understand and acknowledge the **Account Opening Declaration** and click **Continue** x. Read, understand and acknowledge the **Cross Selling Consent** and click **Continue**

		xi.	Answer all questions under **FATCA Declaration** and click **Continue**
		xii.	Fill in the Tax Residency if you have any oversea working experience and click **Submit**
		xiii.	Transfer the initial deposit using FPX and click Proceed.
		xiv.	Select the nearest branch and tick on all declarations. Click Confirm.
		xv.	Confirm on the initial deposit amount and click Continue to proceed with the payment.
		xvi.	Click Submit to generate the account number
		xvii.	Once complete, the system will direct to Account Opening acknowledgement page.
17	I'm an existing customer. What are the steps required to open a Deposit Account via Bank Islam Internet Banking?		Please follow the following steps:
		i.	Go to https://www.bankislam.com
		ii.	Login to Bank Islam Internet Banking
		iii.	Click **My Accounts**, click **Apply** and select **Open New Account**
		iv.	Select the type of account you wish to open under the **Deposit Account** and click **Next** to proceed
		v.	A checkbox stated **I am expecting capital protection deposit products** will be checked by default
		vi.	**Under Account Opening Details**, select which account you would like to make the deposit from the **From Account** dropdown
		vii.	Select your **Preferred State** and **Preferred** Branch to collect your **Debit Card-i**
		viii.	Key in the desired amount of deposit. Refer to question **No. 4** for the minimum amount of deposit
		ix.	Select the **Source of Funds** from the dropdown
		x.	Read, understand, and tick all items **under Akad Statement & Declarations**. Click **Next** to proceed
		xi.	Read and understand the **Consent for Cross Selling** and tick the box
		xii.	Provide your answers for all questions under **FATCA Declaration** by using the dropdown answers and tick if agree to the **FATCA Declaration**
		xiii.	Click the dropdown to provide your answer for **Tax Residency Declaration** and click **Next** to proceed to the confirmation page
		xiv.	At the confirmation page, verify the details of the request displayed. If correct, click **Request i-Access Code**
		xv.	Key in the **i-Access Code** sent to your registered phone number
		xvi.	Your request is successful if the status **Successful** is shown under '**Status'.** Kindly visit your preferred branch to collect the debit card of the account
18	I'm an existing customer. What are the steps required to open an Investment Account via Bank Islam Internet Banking?		Please follow the following steps:
		i.	Go to https://www.bankislam.com /
		ii.	Login to Bank Islam Internet Banking
		iii.	Click **My Accounts**, click **Apply** and select **Open New Account**
		iv.	Select the type of account you wish to open under the **Investment Account** and click **Next** to proceed

		v.	A checkbox stated **I am expecting return that is higher than the deposit products even at the expense of the capital preservation** will be checked by default
		vi.	Read and understand all items in **Suitable Assessment Form** and tick where applicable and click **Next** to proceed
		vii.	**Under Account Opening Details**, select which account you would like to make the placement from the **From Account** dropdown
		viii.	Select your **Preferred State** and **Preferred** Branch to open account
		ix.	Key in the desired amount of placement. Refer to question **number 4** above for the minimum amount of placement
		x.	Select the **Source of Funds** from the dropdown
		xi.	Read, understand, and tick all items **under Akad Statement & Declarations**. Click **Next** to proceed
		xii.	Read and understand the **Consent for Cross Selling** and tick the box
		xiii.	Provide your answers for all questions under **FATCA Declaration** by using the dropdown answers and tick if agree to the above **FATCA Declaration**
		xiv.	Click the dropdown to provide your answer for **Tax Residency Declaration** and click **Next** to proceed to the confirmation page
		xv.	At the confirmation page, verify the details of the request displayed. If correct, click **Request i-Access Code**
		xvi.	Key in the **i-Access Code** sent to your registered phone number
		xvii.	Your request is successful if the status **Successful** is shown under '**Status'.** Kindly visit your preferred branch to collect the debit card of the account
19	I'm a new customer. What are the steps required to open an account online?		**Deposit Account**
		i.	Click Account Opening on our corporate website www.bankislam.com
		ii.	You will be redirected to Online Account Opening page (https://vao.bankislam.com.my/vpnew).
		iii.	Select **ID type** and key in your identification number. Click Continue to proceed.
		iv.	Enter your mobile number and click **Request OTP**
		v.	Key in the verification code sent to your mobile number and click **Continue**
		vi.	Have your ID ready and click **Let's Get Started and Start**
		vii.	**U**pload your ID using your mobile phone or webcam
		viii.	If you wish to switch to your mobile phone, you may scan the QR code appeared on your screen.
		ix.	Fill in all items under **Tell Us More About You** and click **Continue** to proceed
		x.	Under the **Check Your Account Selection**, fill in all items by choosing the answers from the dropdown and click **Continue**

		xi. Select your **Purpose of Account Opening** from the dropdown or fill in your answer and click **Continue**
		xii. Read, understand and acknowledge the **Akad Statement** & **PIDM Declaration** and Click **Continue**
		xiii. Read, understand and acknowledge the **Account Opening Declaration** and click **Continue**
		xiv. Answer all questions under **FATCA Declaration** and click **Continue**
		xv. Read, understand and acknowledge the **Cross Selling Consent** and click **Continue**
		xvi. Fill in the Tax Residency if you have any oversea working experience and click **Submit**
		xvii. Verify your details and click **Continue**
		xviii. Transfer the initial deposit amount via FPX and click **Proceed**
		xix. Confirm your transaction details and click **Continue**
		~~xx.~~ Select your preferred Debit Card design and click **Continue**
		xxi. Read, understand and acknowledge CNP Declaration and product disclosure sheet.
		xxii. Click **Continue** and you will be directed to the confirmation page
		Investment Account
		i. Click Account Opening on our corporate website www.bankislam.com
		ii. You will be redirected to Online Account Opening page (https://vao.bankislam.com.my/vpnew).
		iii. Select **ID type** and key in your identification number
		iv. Enter your mobile number and click **Request OTP**
		v. Key in the verification code sent to your mobile number and click **Continue**
		vi. Have your ID ready and click **Let's Get Started and Start**
		vii. **U**pload your ID using your mobile phone or webcam
		viii. If you wish to switch to your mobile phone, you may scan the QR code appeared on your screen.
		ix. Fill in all items under **Tell Us More About You** and click **Continue** to proceed
		x. Under the **Check Your Account Selection**, fill in all items by choosing the answers from the dropdown.
		xi. Fill in the Suitability Assessment Form and click **Continue.**
		xii. Select your **Purpose of Account Opening** from the dropdown or fill in your answer and click **Continue**
		xiii. Read, understand and acknowledge the **Akad Statement** & **PIDM Declaration** and Click **Continue**
		xiv. Read, understand and acknowledge the **Account Opening Declaration** and click **Continue**
		xv. Answer all questions under **FATCA Declaration** and click **Continue**
		xvi. Read, understand and acknowledge the **Cross Selling Consent** and click **Continue**
		xvii. Fill in the Tax Residency if you have any oversea working experience and click **Submit**

		xviii.	Verify your details and click **Continue**
		xix.	Transfer the initial deposit amount via FPX and click **Proceed**
		xx.	Confirm your transaction details and click **Continue**
		~~xxi.~~	Select your preferred Debit Card design and click **Continue**
		xxii.	Read, understand and acknowledge CNP Declaration and product disclosure sheet.
		xxiii.	Click **Continue** and you will be directed to the confirmation page
20	I need help with my application. Who can I contact?	You can call our Call Centre at 03 26900 900 or email contactcenter@bankislam.com.my for assistance.	