eRemit Malaysia Visa Direct

1. What is eRemit Malaysia Visa Direct?

eRemit Malaysia Visa Direct is a cross-border fund transfer service which allows eRemit Malaysia customers account to transfer funds from their banking account/Visa Card/MM Card to an overseas Visa debit, credit or prepaid cards via eRemit online remittance platform.

2. Who is eligible to perform eRemit Malaysia Visa Direct?

All **eRemit Malaysia** users is eligible to use this service.

3. What is the availability of service for eRemit Malaysia Visa Direct?

eRemit Malaysia Visa Direct is available 24 hours x 7 days a week*
(except during eRemit Malaysia maintenance hours)

4. What is the maximum transaction limit for eRemit Malaysia Visa Direct?

The maximum transaction amount is capped at **RM50,000** per day and **RM50,000** per transactions limit.

5. What is the minimum transaction amount allowed for eRemit Malaysia Visa Direct?

Minimum transaction amount or **RM50** required to perform eRemit Malaysia Visa Direct.

6. How long does it take to credit the beneficiary's Visa card account after I have done the transfer?

The speed of crediting the beneficiary Visa card account is determined by the beneficiary's Visa card issuer whether they are under **Fast Fund** or **Non-Fast Fund** category.

7. *What is the difference between fast fund and non-fast fund?*

Fast fund category means that the transfer of funds is available almost in real time (within 30 minutes) into beneficiary's Visa card account. Non-Fast fund category means the funds will be made available into the beneficiary card account within 2 working days.

8. *How will customers know which Visa card issuers are Fast Fund or Non-Fast Fund?*

When a customer inputs the beneficiary's Visa card number & beneficiary's name and continues to the next screen, the screen will display whether the beneficiary's Visa card issuer is under the category of **Fast fund** or **Non-Fast fund** before the transaction is completed.

9. *What is the service fee charged?*

A flat fee of **RM15** is charged for this service.

10. *Will the beneficiary be charged for this service?*

No. There is no service fee charged to the beneficiary for receiving funds from the sender.

11. *How can the beneficiary access to the funds received?*

Kindly refer to the different types of Visa cards:

(i)   <u>**Visa debit card:**</u> Funds will be transferred into the beneficiary's banking account which is linked to their Visa debit card. Beneficiaries can access the funds received through their banking account or directly from their Visa debit card for cash withdrawal/bill payment/ retail purchases.

(ii)   <u>**Visa credit card:**</u> Funds credited into Visa credit card may offset the Visa credit card's outstanding balance with the card issuer. The beneficiary can directly use his/her credit available balance amount for bill payment or retail purchases.

(iii)   <u>**Visa prepaid card:**</u> Visa prepaid cardholder can directly use his/her credit available balance amount for bill payment or retail purchases.

12. How do I know the exchange rate used for my eRemit Visa Direct transaction?

After you have entered the remitting amount and continue with your transaction, the screen will display the exchange rate used before you complete the transact;tion. The exchange rate used is also available in your transactions history.

13. Can I cancel eRemit Malaysia Visa Direct transaction?

Sorry, you are not allowed to cancel a transaction once it has been submitted. Hence, please ensure the details are correct before you proceed with the transaction. However, you may call or email our customer care for any urgent request/queries at :-

Tel: +603 7724 2070 | Email: customercare@eremit.com.my | WA: +60133404707