

FREQUENTLY ASKED QUESTIONS FINANCIAL SERVICES PAYMENT GATEWAY

1. What is Financial Services Payment Gateway (FSPG)

FSPG is a payment gateway developed by Dagang Net Technologies Sdn. Bhd. (DNT) to facilitate online payment for the following products and services:

- Customs duty payment to Customs
- Permit payment to Other Government Agencies
- Insurance payment (marine cargo insurance)
- Other trade facilitation and non-trade facilitation products and services

2. How is Customs duty payment via FSPG different from the Electronic Fund Transfer (EFT) and DutyNet?

It is another alternative mode of payment beside EFT and DutyNet. For Customs duty payment via FSPG, it is integrated to the FPX system which provides a common platform for multi-bank Internet-based online payment for various electronic payment transactions of the private and public sectors.

FPX is operated by FPX Payment Gateway Sdn. Bhd., a subsidiary of Malaysian Electronic Payment System (1997) Sdn. Bhd. (MEPS) and is supported by local financial institutions.

3. What are the prerequisites to subscribe to FSPG for Customs duty payment via FPX?

i) Existing user

- a) Sign FSPG Request Form
- b) Sign MEPS FPX Terms & Conditions Form (requirement from MEPS for payment via FPX)
- c) Subscribe to Member Banks' Internet Banking Access

ii) New User

- a) Sign DNT's Registration Form
- b) Sign FSPG Request Form
- c) Sign MEPS FPX Terms & Conditions Form
- d) Subscribe to Member Banks' Internet Banking Access

- For enquiries on FSPG, please contact our Customer Interaction Centre at 1300 133 133.
- For enquiries on Member Banks' Internet Banking Access, please contact respective banks Call Centres.

4. How does FSPG benefit the Community?

- a. Payment transactions to FPX can be made from 7.00 a.m. until 11.00 p.m., every single day, for 365 days
- b. Transactions can be made from the desktop or laptop, home or office computer - anytime and anywhere - at your leisure and convenience, as long as there is Internet access.
- c. The convenience and ease of managing your finances wherever and whenever you want. Secure, easy, fast and efficient.
- d. Transactions are processed immediately - online, real-time and conveniently
- e. Payments made are confirmed and no handling of cheques.

5. What type of support does DNT provide to users?

DNT has a Customer Interaction Centre (Careline), which operates on a 24-hour basis.

We assure you that we are committed to ensure appropriate escalation of problems to better manage user support and deliver solutions efficiently.

6. What are the other services offered by FSPG besides Customs Duty Payment?

FSPG will offer a wide range of payment services, including permit payment, marine insurance payment and other products and services which will be available in the future. At the moment, for Phase One implementation, we will be facilitating Customs Duty Payment via FPX.

7. What are the fees for subscribing to FSPG for Customs duty payment via FPX?

The transaction fee is RM8.00 per successful transaction which will be charged by banks.

DNT will charge a fee of RM0.88 per kilo byte for each transaction.

8. Who are FPX's participating Member Banks involved in the FSPG Customs duty payment via FPX implementation?

At the moment, the member banks participating in Customs duty payment via FPX are as follows:

- CIMB Bank Berhad
- Malayan Banking Berhad
- Public Bank Berhad

We are anticipating the other member banks to come on board in future.