

MPay WALET User Guide



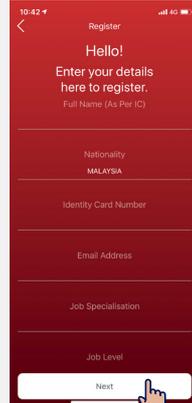
REGISTRATION

STEP 1



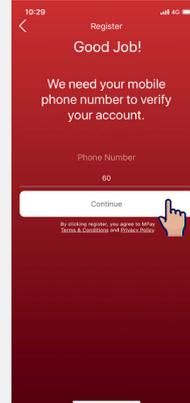
Tap "Register"

STEP 2



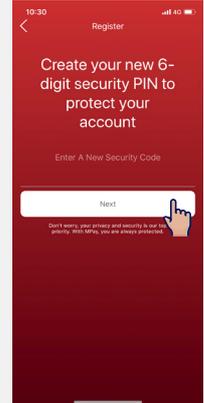
Fill in all required details and tap "Next"

STEP 3



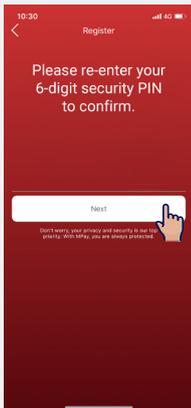
Key in Phone Number for verification

STEP 4



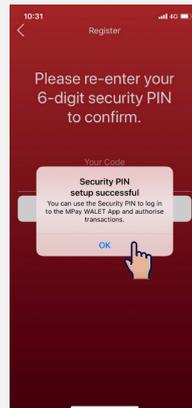
Create 6-digit Security PIN

STEP 5



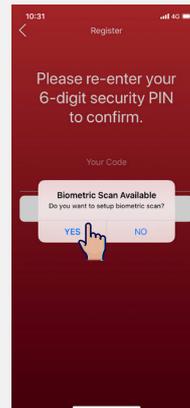
Re-enter 6-digit Security PIN and tap "Confirm" to complete registration

STEP 6



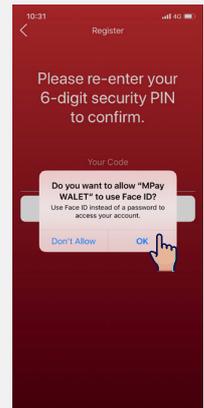
Registration successful. Tap "OK" to continue

STEP 7



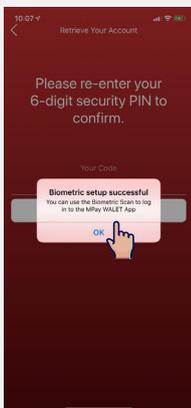
Tap "YES" to start biometric set up

STEP 8



Biometric scan available for MPay WALET

STEP 9



Biometric setup successful. Tap "OK"

STEP 10



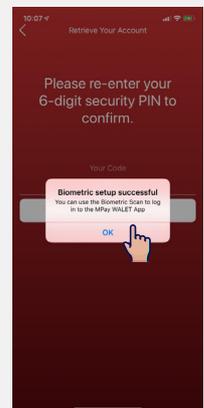
Tap "Customer Due Diligence"

STEP 11



Take a photo of your IC / Passport / ID

STEP 12



Please make sure IC image is clear and tap "Next"

REGISTRATION

STEP 13



Tap "Take a photo of your IC & Selfie"

STEP 14



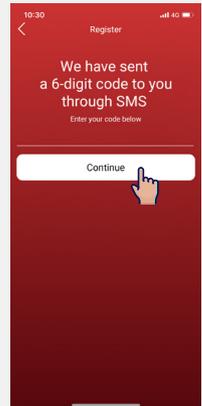
Enter Mother maiden's name and tap "Finish"

STEP 15



Alert: Upload successful

STEP 16



Key in 6-digit OTP code received via SMS and registration is complete

REGISTRATION – MINOR (AGED 12-18 YEARS OLD)

STEP 1



Tap "Customer Due Diligence"

STEP 2



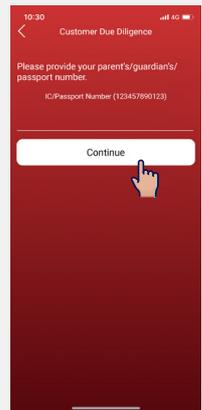
Take a photo of your IC / Passport / ID

STEP 4



Tap "Take a photo of your IC & Selfie"

STEP 5



Enter parent's/ guardian's IC/ Passport number and tap "Next"

STEP 6



PARENTS WITH NEW ACCOUNT - Enter parent's details and tap "Submit"



PARENTS WITH EXISTING ACCOUNT Tap "YES"

STEP 7



MPay WALET is ready to use

FACE ID RECOGNITION – iPhone X & Above Login

STEP 1



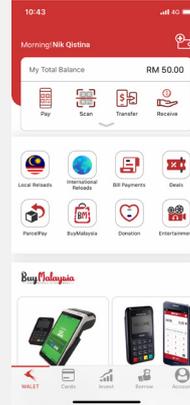
Tap "Login"

STEP 2



Follow on-screen instruction to capture your face

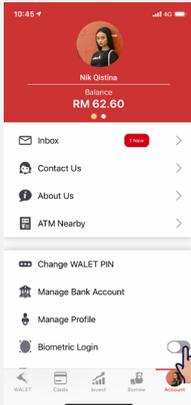
STEP 3



Once completed, home screen will appear

BIOMETRIC LOGIN – Enable

STEP 1



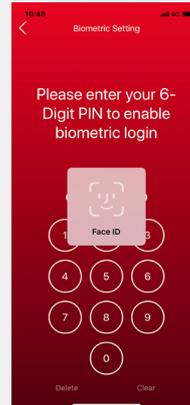
Go to "Account" and tap at "Biometric Login"

STEP 2

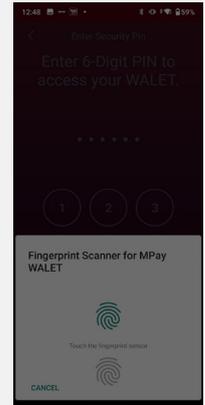


Enter your 6-digits pin to confirm enable biometric login

STEP 3

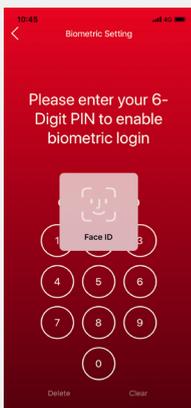


iOS
The biometric will automatic scan

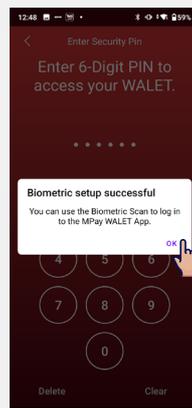


Android
Follow on-screen instructions to capture your fingerprint

STEP 4



iOS
The status screen will be displayed.



Android
The status screen will be displayed. Tap "OK"

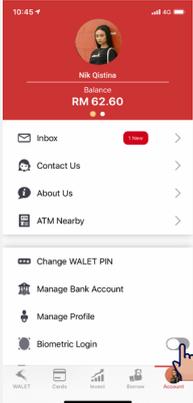
STEP 5



Enable successful.
Tap "OK"

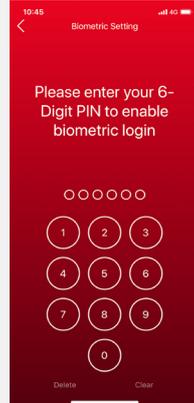
BIOMETRIC LOGIN – Disable

STEP 1



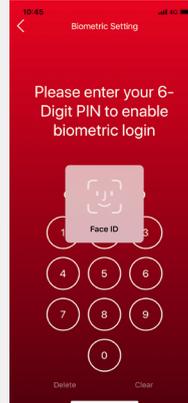
Go to “Account” and tap at “Biometric Login”

STEP 2

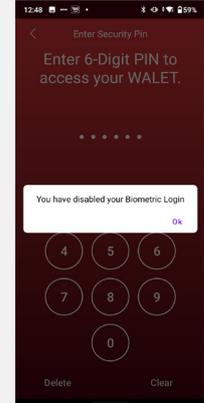


Enter your 6-digits pin to confirm enable biometric login

STEP 3

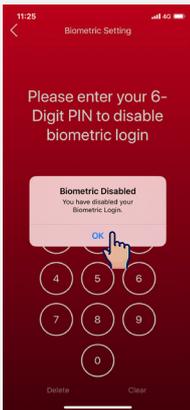


iOS
The status screen will be displayed

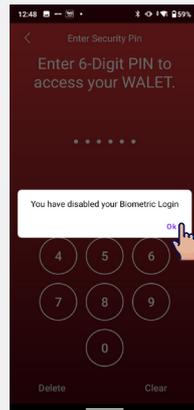


Android
Follow on-screen instructions to capture your fingerprint

STEP 4



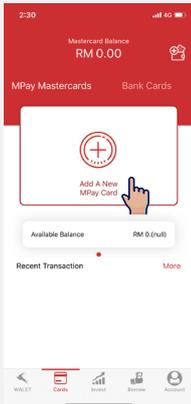
iOS
Biometric login is disabled.
Tap “OK”



Android
The status screen will be displayed. Tap “OK”

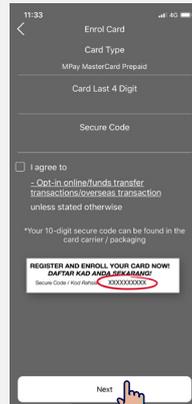
ENROLL MPAY MASTERCARD PREPAID CARD

STEP 1



Go to "Cards" and tap at "Add A New MPay Card"

STEP 2



Fill in all required details and tap 'Next'

STEP 3



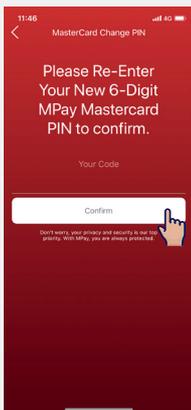
Key in Phone Number for verification

STEP 4



Create 6-digit MPay Mastercard PIN

STEP 5



Re-enter 6-digit MPay Mastercard PIN & tap "Confirm" to complete enrollment

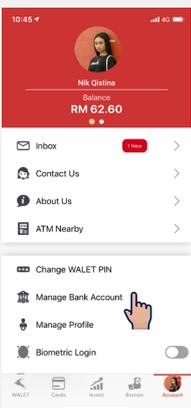
STEP 6



Card enrollment successful. Tap "OK"

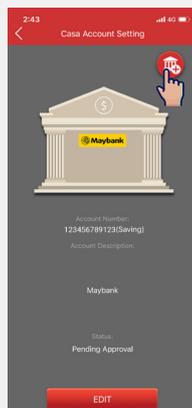
ENROLL CASA ACCOUNT

STEP 1



Go to "Account" and tap "Manage Bank Account"

STEP 2

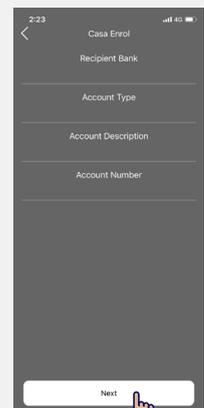


Tap to add bank account



Tap "Yes" to add bank account

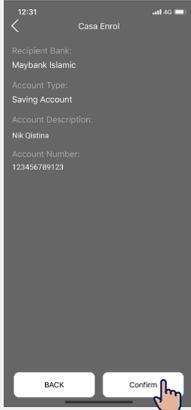
STEP 3



Key in required details and tap "Next"

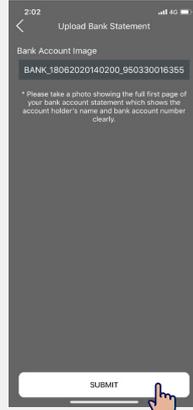
ENROLL CASA ACCOUNT

STEP 4



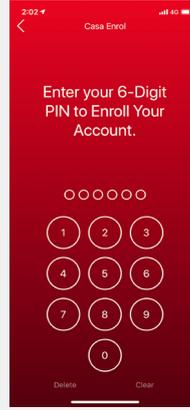
Check details and tap "Confirm"

STEP 5



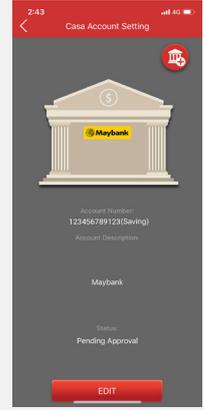
Upload bank statement then tap 'Submit'

STEP 6



Enter 6-digit PIN

STEP 7



Enroll CASA account is succesful

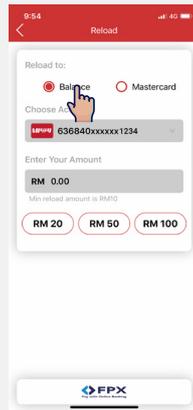
RELOAD MPAY BALANCE

STEP 1



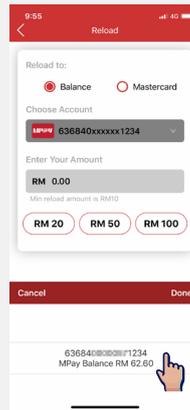
Tap to reload MPay Balance

STEP 2



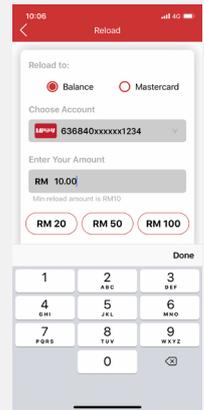
Select reload to: **Balance**

STEP 3



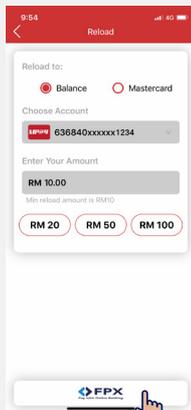
Choose account to reload

STEP 4



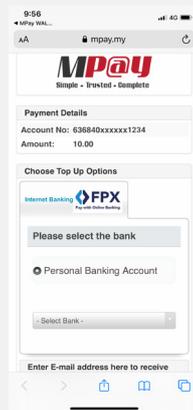
Enter your preferred amount

STEP 5



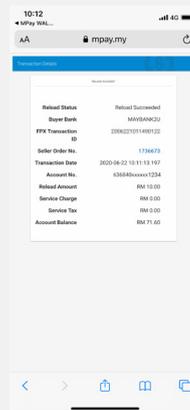
Tap "FPX" to continue

STEP 6



You will be redirected to IPG. Complete the details and proceed to pay

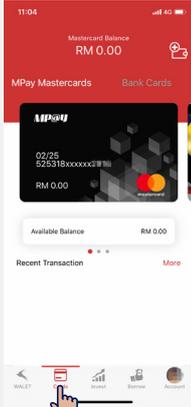
STEP 7



Reload succesful

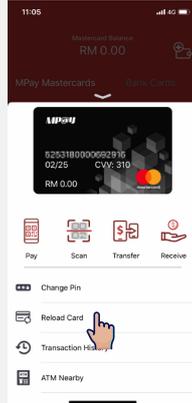
RELOAD MPAY MASTERCARD

STEP 1



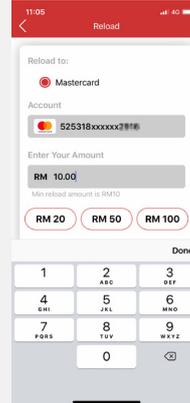
Go to **Cards** and a list of cards will appear

STEP 2



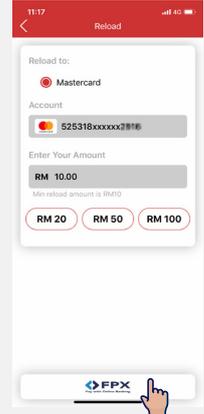
Choose card then tap **Reload Card**

STEP 3



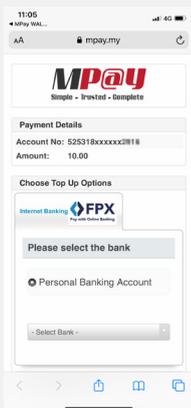
Enter your preferred amount

STEP 4



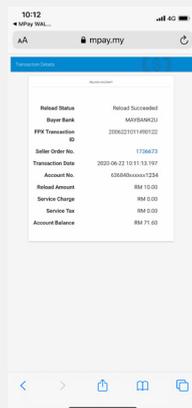
Tap "FPX" to continue

STEP 5



You will be redirected to IPG. Complete the details and proceed to pay

STEP 6



Reload successful

FUND TRANSFER - OWN ACCOUNT

STEP 1



Tap "Transfer"

STEP 2



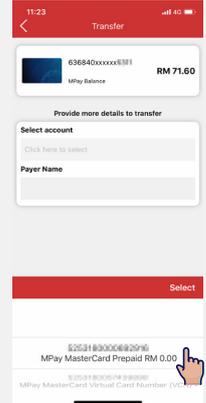
Tap "To Own MPay Account"

STEP 3



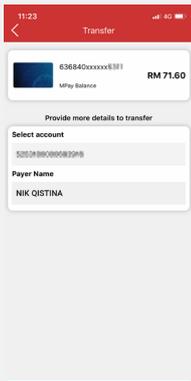
Select account to transfer from

STEP 4



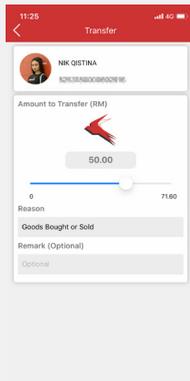
Select account to transfer to and tap "Next"

STEP 5



Enter amount and required details. Tap "Next"

STEP 6



Check details and tap "Confirm"

STEP 7



Enter 6-digit PIN to transfer

STEP 8



Fund transfer to own account is successful

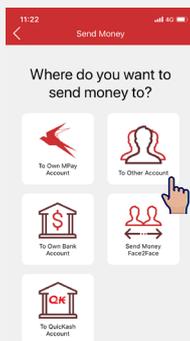
FUND TRANSFER - OTHER ACCOUNT

STEP 1



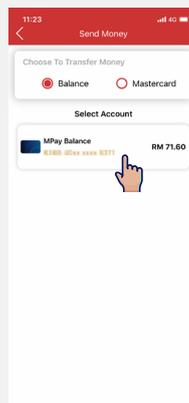
Tap "Transfer"

STEP 2



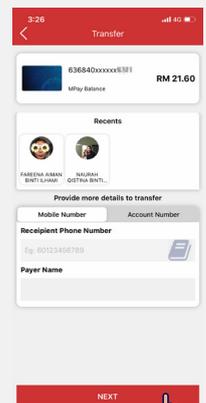
Tap "To Other Account"

STEP 3



Select account to transfer from

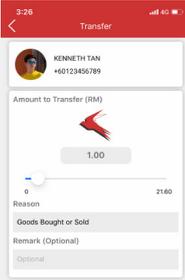
STEP 4



Key in required details and tap "Next"

FUND TRANSFER - OTHER ACCOUNT

STEP 5



Enter amount and required details. Tap "Next"

STEP 6



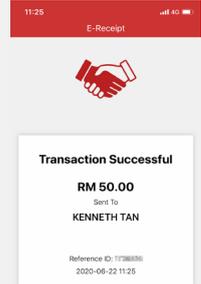
Check details and tap "Confirm"

STEP 7



Enter 6-digit PIN security to confirm

STEP 8



Fund transfer to other account is successful

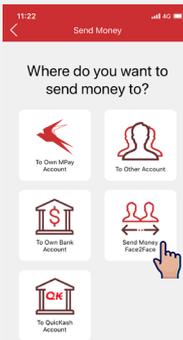
FUND TRANSFER - Face-to-face (F2F)

STEP 1



Tap "Transfer"

STEP 2



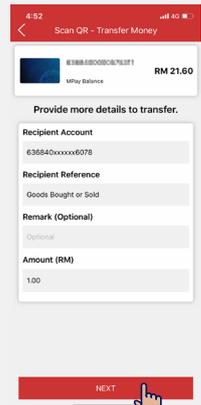
Tap "Send Money Face2Face"

STEP 3



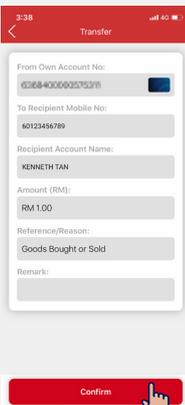
Scan QR Code

STEP 4



Key in required details and tap "Next"

STEP 6



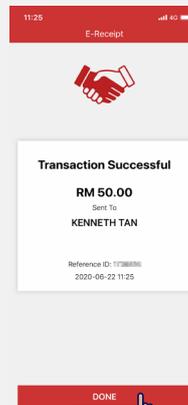
Check details and tap "Confirm"

STEP 7



Enter 6-digit PIN to transfer

STEP 8



Fund transfer to other account is successful

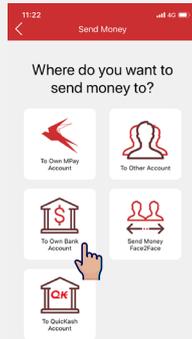
FUND TRANSFER - CASA Account

STEP 1



Tap "Transfer"

STEP 2



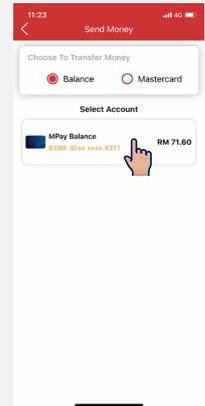
Tap "To Own Bank Account"

STEP 3



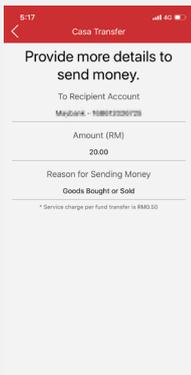
A list of CASA will appear, choose and tap "Send Money"

STEP 4



Choose account to make transfer

STEP 5



Enter required details and tap "Next"

STEP 6



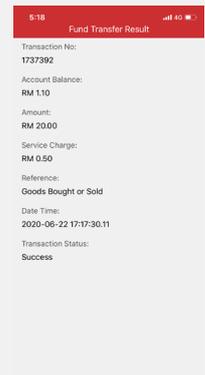
Check details and tap "Confirm"

STEP 7



Enter 6-digit PIN to transfer

STEP 8



Fund Transfer successful

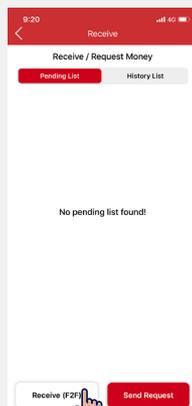
RECEIVE FUND - Face-to-face (F2F)

STEP 1



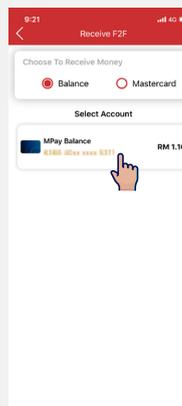
Tap "Receive"

STEP 2



Tap "Receive (F2F)"

STEP 3



Select account to receive from

STEP 4



QR Code generated

RECEIVE FUND - F2F

STEP 5



Refer transaction history for status

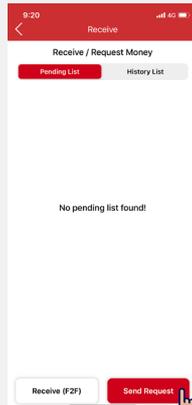
RECEIVE FUND - SEND REQUEST

STEP 1



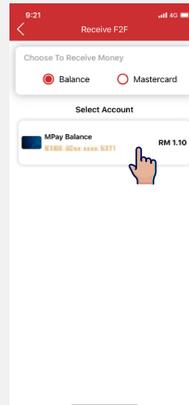
Tap "Receive"

STEP 2



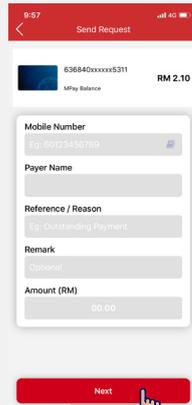
Tap "Send Request"

STEP 3



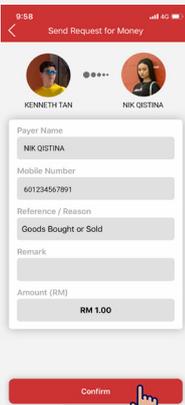
Select account to receive from

STEP 4



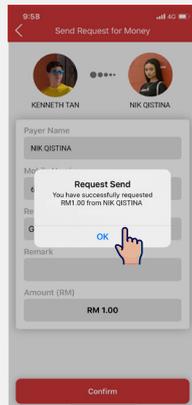
Enter amount and required details. Tap "Next"

STEP 5



Check details and tap "Confirm"

STEP 6



Receive fund from other account is successful. Tap 'OK'

STEP 7



A list of request will appear

PAYMENT - DISPLAY QR

STEP 1



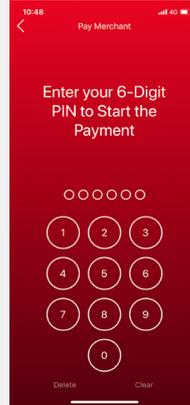
Tap "Pay"

STEP 2



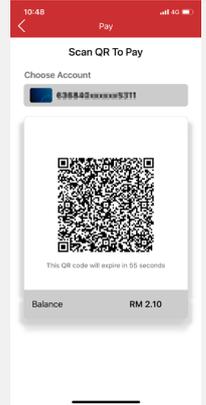
Select a account to make payment

STEP 3



Enter 6-digit Security PIN

STEP 4



QR Code generated

STEP 5



Merchant scan the QR Code

PAYMENT - SCAN QR

STEP 1



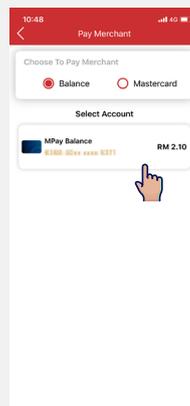
Tap "Scan"

STEP 2



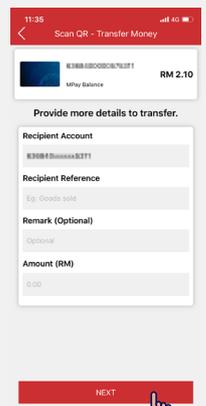
Scan QR Code to continue the payment

STEP 3



Select account to pay

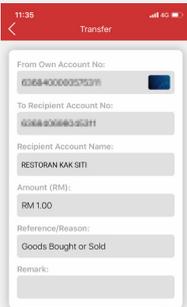
STEP 4



Key in required details and tap "Next"

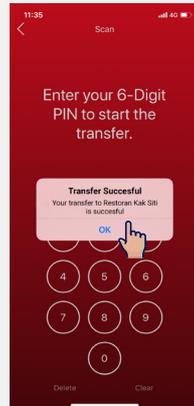
PAYMENT - SCAN QR

STEP 5



Check details and tap **"Confirm"**

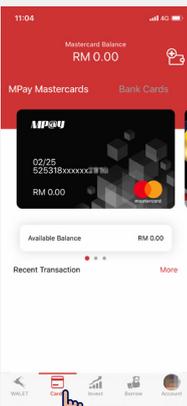
STEP 6



Payment is successful

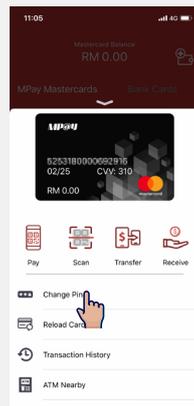
CHANGE PIN FOR MPAY MASTERCARD PREPAID CARD

STEP 1



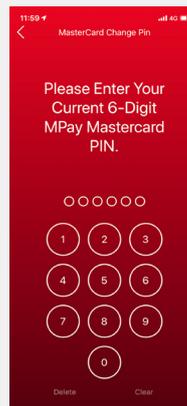
Tap **"Card"**
A list of card will appear.

STEP 2



Choose card and tap **"Change Pin"**

STEP 3



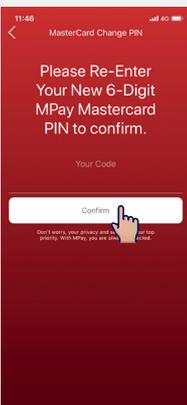
Enter your current 6-digits PIN

STEP 4



Enter your new 6-digits PIN

STEP 5



Re-enter new 6-digits PIN

STEP 6



Change PIN is successful

CHECK BALANCE & TRANSACTION HISTORY - MPay Balance

STEP 1



Swipe down 

STEP 2



Choose account to check.
Your account will be show

STEP 3



Transaction History
Tap "Transaction History" to
check transaction history

STEP 4



A list of transaction will
appear

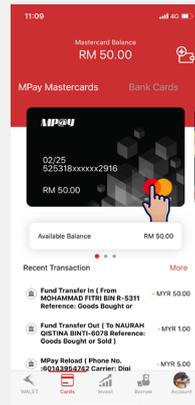
CHECK BALANCE & TRANSACTION HISTORY - MPay Mastercard

STEP 1



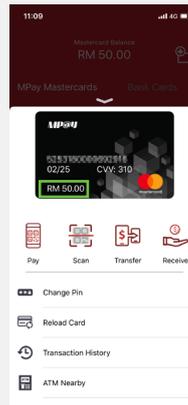
Tap "Card"

STEP 2



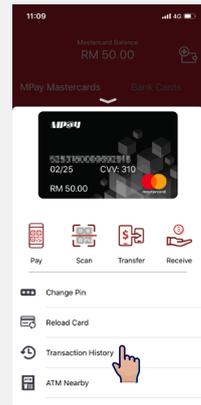
A list card will appear.
Choose preferred card

STEP 3



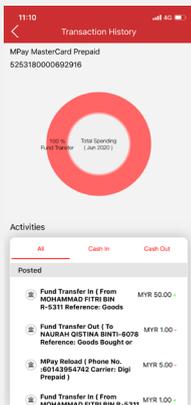
Check Balance
Your balance will be show

STEP 4



Transaction History
Tap "Transaction History"

STEP 5



Tap "Transaction History" to
check transaction history

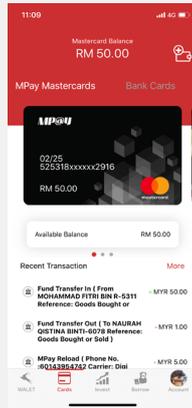
VIEW CARD NUMBER

STEP 1



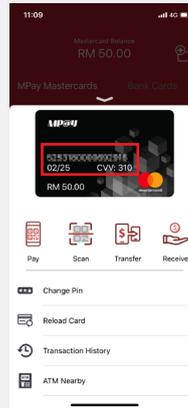
Go to "Card" and choose from your list of cards

STEP 2



A list of card will appear. Choose preferred card

STEP 3



Your card details will appear

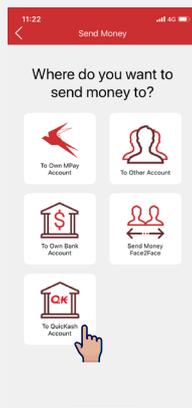
ENROLL QUICKKASH ACCOUNT

STEP 1



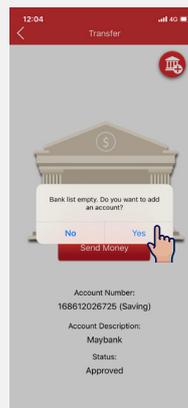
Tap "Transfer"

STEP 2



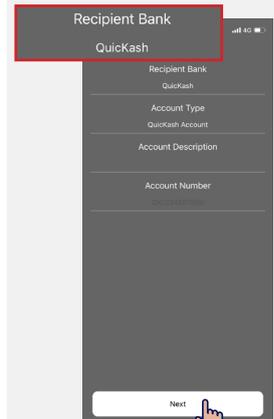
Tap "To QuickKash Account"

STEP 3



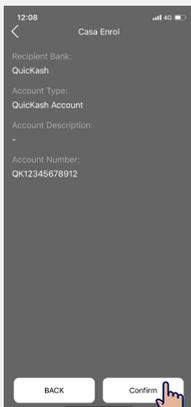
Tap "Yes" to enroll QuickKash account

STEP 4



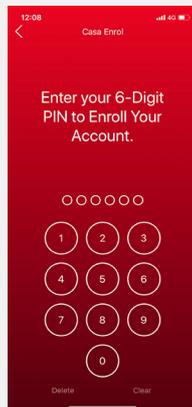
Enter required details, make sure the recipient bank is **QuickKash** and tap "Next"

STEP 5



Check details and tap "Confirm"

STEP 6



Enter your 6-digit PIN

STEP 7



Account enrollment is successful. Tap "OK"

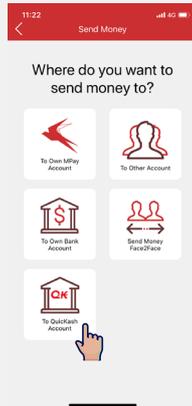
TRANSFER FUND TO QUICKKASH ACCOUNT

STEP 1



Tap "Transfer"

STEP 2



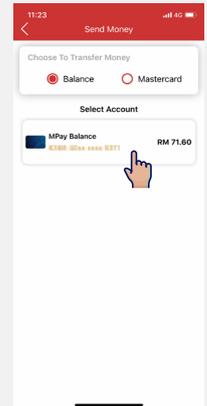
Tap "To QuickKash Account"

STEP 3



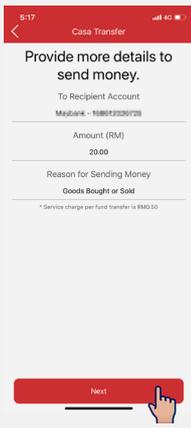
Tap "Send Money"

STEP 4



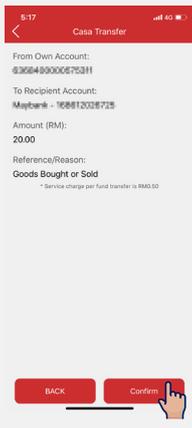
Choose account to make transfer

STEP 5



Enter required details and tap "Next"

STEP 6



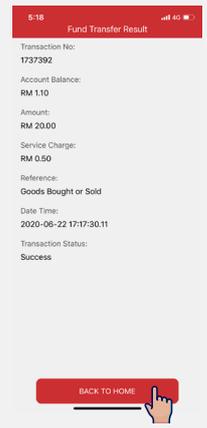
Check details and tap "Confirm"

STEP 7



Enter 6-digit Security PIN

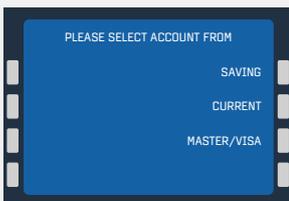
STEP 8



Fund Transfer successful

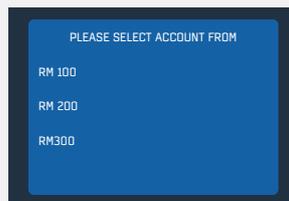
CASH WITHDRAWAL AT ATM

STEP 1



Enter MPay Mastercard Prepaid Card PIN number. Select Master/Visa or credit card

STEP 2



Enter withdrawal amount

STEP 3



Sample of successful ATM withdrawal slip

STEP 4

Maybank
AMBANK
CIMB
CITIBANK
HSBC
Al Rajhi Bank

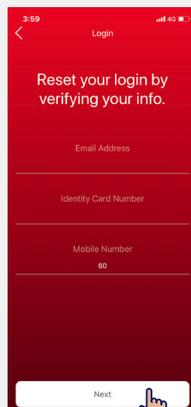
RESET ACCOUNT

STEP 1



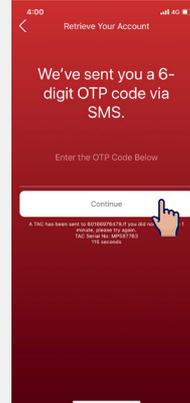
Tap **"Reset Account"**

STEP 2



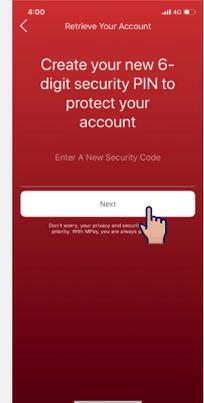
Enter required details and tap **"Next"**

STEP 3



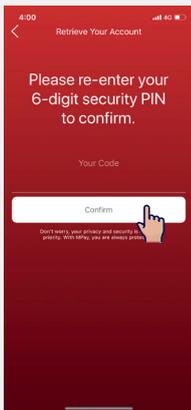
Key in 6-digit OTP received via SMS and tap **"Continue"**

STEP 4



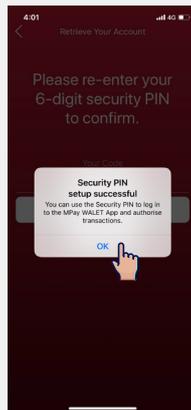
Create new 6-digit security PIN

STEP 5



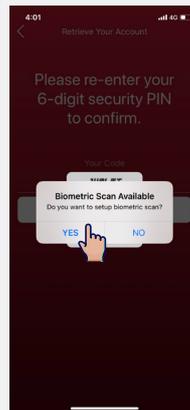
re-enter 6-digit security PIN

STEP 6



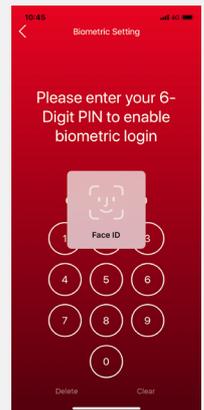
Reset account successful. Tap **"OK"**

STEP 7



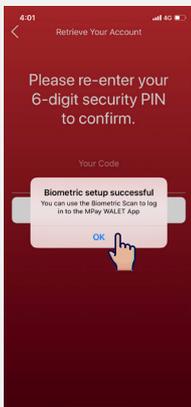
Tap **"Yes"** to set up biometric scan

STEP 8



Biometric setup is successful. Tap **"OK"**

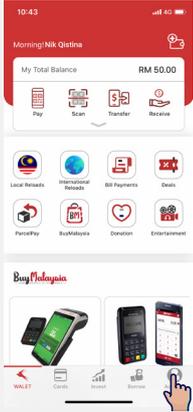
STEP 9



Biometric setup is successful. Tap **"OK"**

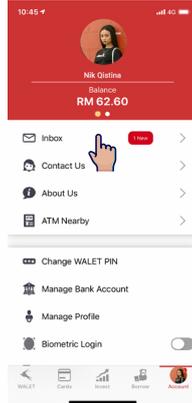
INBOX – VIEW NOTIFICATIONS

STEP 1



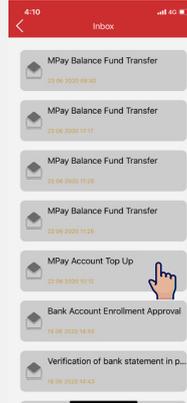
Tap "Account"

STEP 2



Tap "Inbox"

STEP 3



A list of messages are displayed. Tap on a message to view details

STEP 4



Message detail will appear

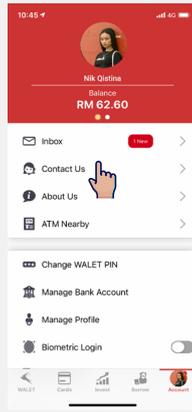
TERMINATE/BLOCK - MPAY MASTERCARD PREPAID CARD

STEP 1



Tap "Account"

STEP 2



Tap "Contact Us"

STEP 3



Contact MPay Helpline at **1700-18-6729**

TOP UP AT PUBLIC BANK CASH DEPOSIT MACHINE

STEP 1



Please Select Transaction

- Prepaid Services
- Credit Card Payment/ Debit Card Deposit
- Loan Repayment
- Cash Deposit
- Bill Payment

Select "Bill Payment"

STEP 2



The information received from you will be disclosed to the payee corporation for the purpose of effecting your payment.
Please press "Accept" to proceed or press "Reject" if you do not wish to continue.

Prepaid Services

Bill Payment

Select "Accept"
(Note: this screen is about information disclosure).

STEP 3



- | | |
|-----------------------------|-------------------------------|
| 261 : AEON | 338 : SINCHIEW |
| 220 : ASTRO | 516 : STEMLIFE BERHAD |
| 478 : BAYARAN SEWA KWSP | 301 : SYABAS |
| 504 : ELK-DESA | 101 : TELEKOM |
| 438 : KOJADI - EDUCATION | 106 : TM UNIFI |
| 440 : KOJADI - MICRO CREDIT | 362 : TNB (12 DIGITS ACCOUNT) |
| 359 : KOJADI - SME LOAN | 511 : TOTAL SWISS MALAYSIA |
| 441 : KOJADI - TUKAR/ATOM | 280 : TT DOTCOM |
| 213 : MAXIS | 353 : WILAYAH CREDIT |
| 519 : MPAY | 326 : YTL COMMS |
| 515 : PARKSON CREDIT SB | |
| 507 : PB TRUSTEE | |
| 442 : PIVB | |

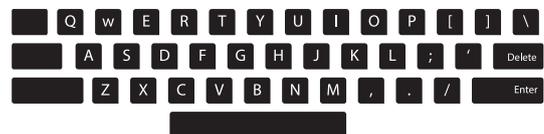
PLEASE KEY IN PAYMENT CODE
AND PRESS "ENTER": 519

Key in '519' and press Enter.
(Note: The Payment Code for MPAY is assigned as '519').

STEP 2



PLEASE KEY IN AND PRESS "ENTER"
PAKAIAN HARI-HARI: ID NUMBER
PB TRUSTEE: CUSTOMER NAME
KWSP: CUSTOMER NO.
OTHER BILL:A/C NO.(NUMBERS ONLY)
TOTAL SWISS:MEMBERSHIP NO.
STEMLIFE:CHILD MOM/DAD'S NAME

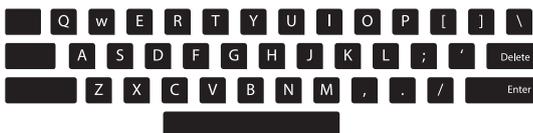


Advised the customer to input MPay's Account Number and press Enter

STEP 5



PLEASE KEY IN LOAN REFERENCE NO
OR REFERENCE NO.
AND THEN PRESS "ENTER"



Advised the customer to input the Reference 2 and press Enter. Example "Mobile Number".

STEP 6



Please insert your cash into Cash Slot.
Sila masukkan wang tunai ke dalam Slot Deposit.
请将您的现金放入现金槽内



Insert amount and follow the guided complete transaction process onwards.

TOP UP AT PUBLIC BANK CASH DEPOSIT MACHINE

STEP 7



Please confirm your transaction

10	x	0	=	0
20	x	0	=	0
50	x	1	=	50
100	x	0	=	0
Total Amount				= 50

Add More Cash

Yes

No

STEP 8



PAYMENT TO: 5191MPF
FOR: RM50.00
RE: 636840000006762
IAN HAN

PLEASE CONFIRM YOUR TRANSACTION

Advised the customer to input MPAY's Account No and press Enter.

STEP 9



Transaction accepted.
Please remember to take and keep your receipt.

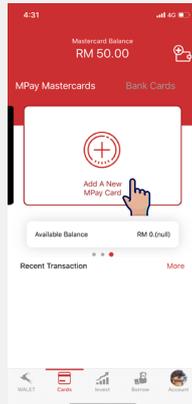
PURCHASE VCN CARD

STEP 1



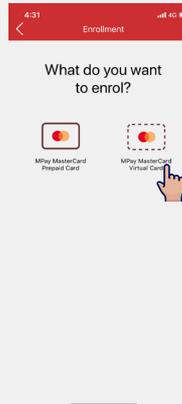
Tap "Card"

STEP 2



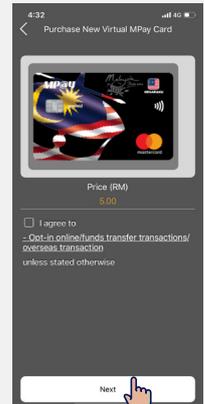
Swipe to left and tap "Add a New MPay Card"

STEP 3



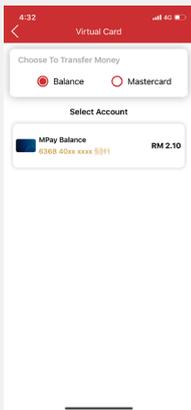
Select "MPay Mastercard Virtual Card"

STEP 4



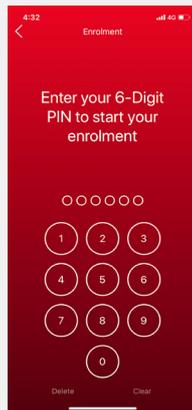
Select "I Agree to" and tap "Next"

STEP 5



Select account to purchase

STEP 6



Enter your 6-digit PIN to confirm

STEP 7



Enroll virtual card is successful. Tap "OK"

STEP 7



Virtual card will appear

MOBILE RELOAD - LOCAL

STEP 1



Tap "Local Reloads"

STEP 2



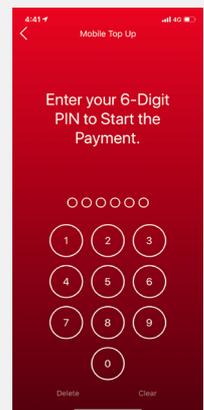
Choose Network Provider and topup amount. Enter mobile number and tap "Next"

STEP 3



Choose account to pay

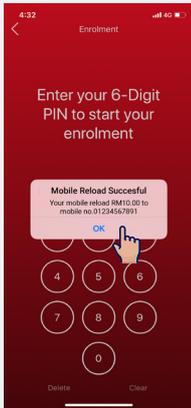
STEP 4



Enter 6-digits PIN "Next"

MOBILE RELOAD - LOCAL

STEP 1



Mobile reload is succesful

MOBILE RELOAD - INTERNATIONAL

STEP 1



Tap "International Reload"

STEP 2



Select "Others"

STEP 3



A list of countries will appear. Choose preferred country

STEP 4



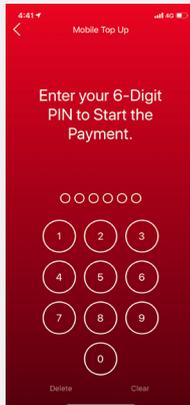
Select network provider & amount. Key in mobile number and tap "Next"

STEP 5



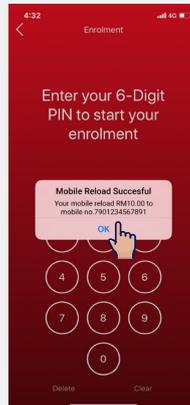
Select account to topup

STEP 6



Enter 6-digits PIN to continue

STEP 7



Mobile reload is succesful. Tap "OK"

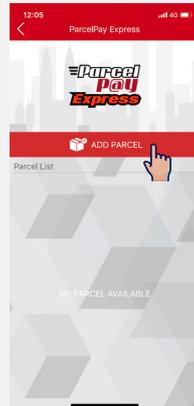
PARCELPAY EXPRESS

STEP 1



Tap "ParcelPay"

STEP 2



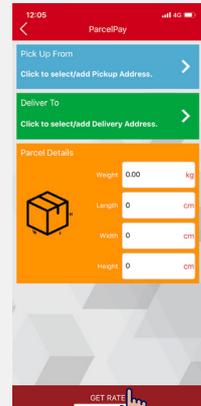
Tap "Add Parcel"

STEP 3



A list of prohibited item will appear. Tap "I Agree" to continue

STEP 4



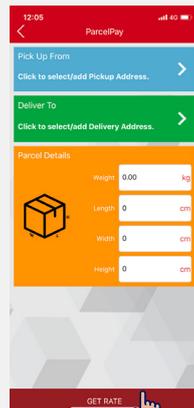
Tap "Pick Up From"

STEP 5



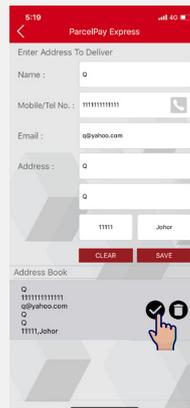
Key in required details and tap "Add"

STEP 6



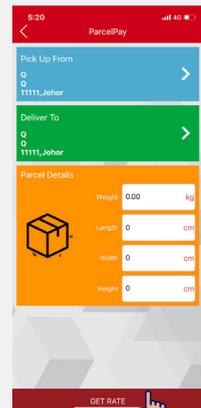
Tap "Deliver To"

STEP 7



Key in required details and tap "Add"

STEP 8



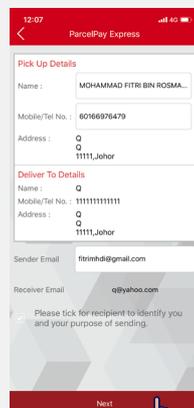
Key in Parcel Details and tap "Get Rate"

STEP 9



Check parcel details and tap "Proceed"

STEP 10



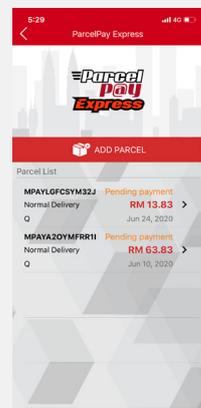
Review Pick Up and Deliver details then tap "Next" to continue

STEP 11



You can choose to "Pay Later" or "Pay Now"

STEP 11(a)



Pay Later your parcel will appear at Parcel List for payment later

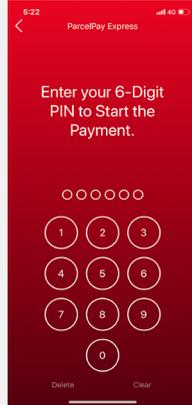
PARCELPAY EXPRESS

STEP 11(b)



Pay Now
choose a method to make payment

STEP 12



Enter 6-digits security PIN

BILL PAYMENT

STEP 1



Tap "Bill Payment"

STEP 2



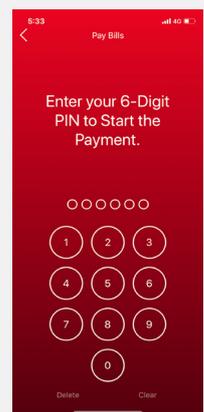
A list of bill categories will appear. Choose type of bill. Fill in required details & tap "Next"

STEP 3



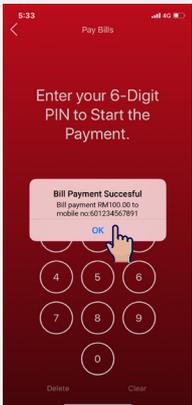
Select account to pay

STEP 4



Enter 6-digit PIN

STEP 6



Bill payment is successful

ENTERTAINMENT

STEP 1



Tap "Entertainment"

STEP 2



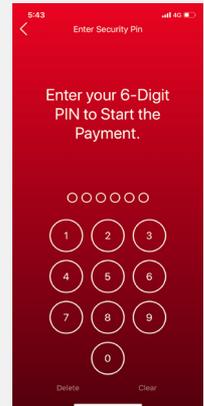
A list of entertainment categories will appear. Select entertainment, fill required details and tap "Next"

STEP 3



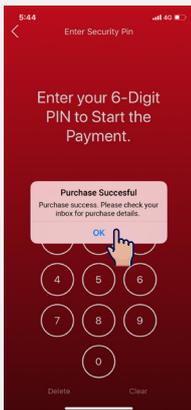
Select account to pay

STEP 4



Enter 6-digit PIN

STEP 5



Purchase is successful

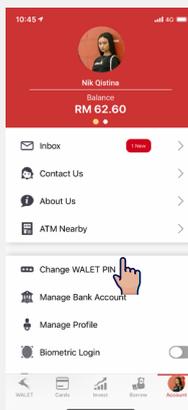
CHANGE MPAY WALET 6-DIGIT PIN

STEP 1



Tap "Account"

STEP 2



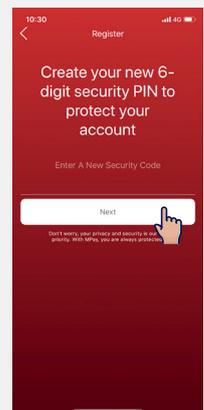
Tap "Change Wallet PIN"

STEP 3



Enter current 6-digit PIN

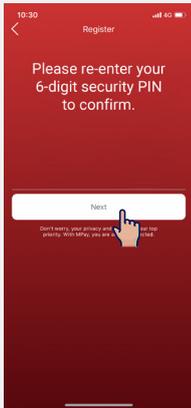
STEP 4



Enter new 6-digit PIN

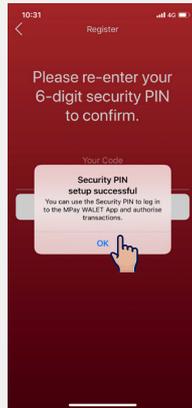
CHANGE MPAY WALET 6-DIGIT PIN

STEP 5



Re-enter new 6-digit PIN to confirm

STEP 6



Change PIN is succesful.
Tap "OK"