

# PETRONAS Shop Rakan Niaga eDebit FAQ

**Q: Do I have to register with PETRONAS Shop to register for eDebit?**

A: You have to register with PETRONAS Shop and upgrade to a Rakan Niaga account to be able to register for the PETRONAS Shop Rakan Niaga eDebit.

**Q: What is PETRONAS Shop Rakan Niaga eDebit payment and how does it work?**

A: PETRONAS Shop Rakan Niaga eDebit payment is an additional payment feature exclusively for Rakan Niaga that allows you to make payments electronically using a secure and convenient platform. It simplifies the purchasing experience by deducting the payment for purchases from the Rakan Niaga's account at the end of the month.

**Q: Is the eDebit payment secure?**

A: Yes, we prioritise the security of your transactions. Our eDebit payment feature uses industry-standard encryption protocols to ensure the safety of your sensitive information.

**Q: What are the documents required for the eDebit registration?**

A: Our team will reach out to you directly and guide you through the steps of filling out the Direct Debit Authorisation Form.

**Q: How long does the eDebit registration take?**

A: Once you have submitted the required documents, it will take about 5 working days from the submission date for us to notify you about your application status. Once successfully registered, you can start using the eDebit payment option.

**Q: Are there any additional fees charged?**

A: Registration fees and transaction charges are waived for users with CIMB accounts. However, for non-CIMB account users, there will be a registration fee of RM2.00 imposed when registering with Paynet, along with a transaction fee of RM0.60 per transaction.

**Q: When will the payment commence?**

A: For the billing cycle and payment commencement, kindly refer to the attached table below:

	Batch 1	Batch 2	Batch 3	Batch 4
<b>Date of purchase</b>	1st to 7th	8th to 14th	15th to 21st	22nd to 31st
<b>Automatic bank deduction for payment</b>	14th of the month	21st of the month	31st of the month	7th of the following month

Do note that an invoice will be sent prior to the payment to notify you of the payment commencement.

**Q: Can I buy any PETRONAS Shop products using the eDebit payment method?**

A: Rakan Niaga eDebit payment method is applicable to all PETRONAS Shop products **except** for vouchers. For more information, you may read the full Terms & Conditions [here](#).

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