

Frequently Asked Questions (FAQ) for
AmOnline MA-Velous Golden Rewards Campaign 2026

- 1. If I have already registered my DuitNow ID to AmOnline before the campaign and perform one incoming DuitNow ID fund transfer of a minimum of RM20.00 during the campaign, will I be eligible to earn 10 Entries?**

No, you will not be earning Entries because this transaction type is only for customers who registers their DuitNow ID to AmOnline and performs one incoming fund transfer with a minimum amount of RM20 during the Campaign Period.

- 2. If I perform one DuitNow ID fund transfer out from my Current Account and/or Current Account-i or Savings Account and/or Savings Account-i after registering my DuitNow ID, will I be eligible to earn Entries?**

No, only incoming fund transfer with a minimum amount of RM20 after DuitNow ID registration to AmOnline will be entitled to earn 10 Entries.

- 3. Who are considered First-Time Transactors?**

First-Time Transactors refer to Eligible Customers who have not performed the Eligible Transactions under Tier 2 mentioned in the table below between 1 July 2025 to 31 December 2025. Double Entries will be awarded for Eligible Transactions under Tier 2 and Tier 3 throughout the Campaign Period. Please take note that double Entries do not apply for Tier 1 transaction types.

Tier	Transaction Type	Minimum Amount Per Eligible Transaction	Number of Entries
1	Register for AmOnline App	-	One-off 10 Entries for successful transaction
	Perform DuitNow ID Registration and have one successful incoming DuitNow ID Transaction	RM20	One-off 10 Entries for successful transaction
2	DuitNow QR P2M	RM10	8 Entries per successful transaction
	DuitNow QR P2P	RM10	8 Entries per successful transaction
	DuitNow Transfer	RM10	8 Entries per successful transaction
	FPX	RM100	8 Entries per successful transaction
	JomPAY	RM50	8 Entries per successful transaction
	Prepaid Top Up	RM10	8 Entries per successful transaction
3	Login to AmOnline	-	1 Entry per day for total successful logins performed in a day

4. I've just registered for AmOnline App during the Campaign Period. Am I considered a First-Time Transactor?

Yes, you are considered a First-Time Transactor after registering for AmOnline App during the Campaign Period because you have not performed any Eligible Transactions under Tier 2 (refer table in Question 3 above) between 1 July 2025 – 31 December 2025.

5. I'm a new AmOnline user. Do I stand a chance to win the Grand Prize of 20g 999.9 gold?

Yes, if you are amongst the first 2,888 customers to successfully register for AmOnline during the Campaign Period, you can enjoy the Welcome Angpow of RM5 Cashback and stand a chance to win 20g 999.9 gold as well. However, you will not be eligible to win the Special Angpow.

6. Will logging in to AmOnline to check my Current Account and/or Current Account-i balance earn me Entries?

Yes, you will be eligible for Entries but please note that although you perform multiple logins within the day, you will only earn a maximum of 1 Entry per day. Double Entries are only applicable for Eligible Transactions under Tier 2 and Tier 3 (refer table in Question 3 above).

7. My AmOnline profile is locked. Am I eligible to earn double Entries during the campaign if I perform Eligible Transactions after unlocking my AmOnline profile?

Yes, you will be earning double Entries throughout the Campaign Period when performing Eligible Transactions after unlocking your AmOnline account.

8. How can I enjoy the Special Angpow?

The Special Angpow is exclusively for the following Eligible Customers:

- Whose AmOnline account is Inactive (have not logged in to AmOnline for 90 days and above) between 31 December 2025 until end of Campaign Period.
- Whose AmOnline account is locked between 31 December 2025 until end of Campaign Period.

You can enjoy the Special Angpow of RM18 Cashback and stand a chance to win 20g 999.9 gold too after reactivating your AmOnline account and performing Eligible Transactions.

9. How do I re-activate my AmOnline account?

In the event you have forgotten your AmOnline username/password or have not logged in for more than 90 days, please refer to the re-activation steps in our FAQ [here](#).

10. Must I have an email address and mobile number registered with AmBank/AmBank Islamic to be shortlisted as a winner for this Campaign?

Yes, only customers with email address and mobile number registered with AmBank/AmBank Islamic will be shortlisted as winners. Please visit an AmBank/AmBank

Islamic branch should you wish to update or register your email address and mobile number before the end of the Campaign.

11. How will I be notified if I've won a Prize in this Campaign?

Grand Prize, Second Prize and Third Prize winners will be receiving a call from the Bank, notifying that they are the winners. Consolation Prize, Welcome Angpow and Special Angpow winners will be notified via push notification or email.