

**Frequently Asked Questions (FAQ) for  
Salam Lebaran, Penuh Keberkatan Dengan AmOnline 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 as 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 August 2025 to 31 January 2026. 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
	Debit Card	RM10	8 Entries per successful transaction
3	Log In 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 August 2025 – 31 January 2026.

**5. I'm a new AmOnline user. Do I stand a chance to win the Grand Prize of RM10,000 Habib Voucher?**

Yes, if you are amongst the first 4,000 customers to successfully register for AmOnline during the Campaign Period, you can enjoy the Duit Raya Eksklusif of RM5 Cashback and stand a chance to win RM10,000 Habib Voucher as well. However, you will not be eligible to win the Duit Raya Istimewa.

**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 *Duit Raya Istimewa*?**

The *Duit Raya Istimewa* 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 January 2026 until end of Campaign Period.
- Whose AmOnline account is locked between 31 January 2026 until end of Campaign Period.

You can enjoy the Duit Raya Istimewa of RM18 Cashback and stand a chance to win RM10,000 Habib Voucher too after reactivating your AmOnline account and performing Eligible Transactions.

**9. Are Debit Card transactions made at the store also considered eligible transactions?**

Yes, transactions made both at the store and online are considered as eligible transactions.

**10. How can I enjoy double Entries as a Debit Card holder?**

Double Entries are only applicable to Debit Card holders who have not performed any Debit Card transactions between 1 August 2025 – 31 January 2026. This also includes all New AmOnline Users.

**11. 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](#).

**12. 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.

**13. 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, Duit Raya Eksklusif and Duit Raya Istimewa winners will be notified via push notification or email.