

Frequently Asked Questions (FAQ) for Tap & Travel with AmOnline Campaign 2025

1. If I register my DuitNow ID to AmOnline using my NRIC, will I be eligible to earn the Entries or RM5 Bask Bear voucher?

No, only DuitNow ID registration to AmOnline via Mobile Number will be considered eligible to earn Entries and get the RM5 Bask Bear voucher. To get an additional RM5 Bask Bear voucher, you'll need to perform one incoming fund transfer with a minimum amount of RM20.

2. If I perform fund transfers out from my account after registering my DuitNow ID, will I be eligible to get RM5 Bask Bear voucher?

No, only incoming fund transfer with a minimum amount of RM20 after DuitNow ID registration to AmOnline via Mobile Number will be considered eligible to get RM5 Bask Bear voucher.

3. Who are considered First Time Transactors?

First Time Transactors refer to Eligible Customers who have not performed the transactions mentioned in the table below between 1 April 2025 – 30 September 2025. Entries earned from this category will be awarded on a one-off basis. However, customers can subsequently earn more Entries under the Existing Transactor category thereafter. Please refer to Table 4 in the Campaign's terms and conditions.

Customer Type	Transaction Type	Minimum Amount per Eligible Transaction	Number of Entries
First-Time Transactors	New-to-DNQR P2M	RM10	One off 10 Entries for this successful transaction
	New-to-FPX	RM100	One off 10 Entries for this successful transaction
	New-to-JomPAY	RM50	One off 10 Entries for this successful transaction
	New-to-Prepaid Top Up	RM10	One off 10 Entries for this successful transaction

4. Will logging in to AmOnline to check my Current Account and/or Current Account-i balance earn me 1 Entry?

Yes, the act of logging into AmOnline to check your Current Account and/or Current Account-i balance once a month will earn you 1 Entry per month.

5. By transferring money using DuitNow QR fund transfer or DuitNow fund transfer via mobile number to my friend, will I get 2 Entries?

No, only DuitNow QR Pay-to-Merchant transactions will earn you 2 Entries. Simply spot the pink in-store QR's to perform this transaction with minimum amount of RM10 to earn Entries.

6. My phone does not detect biometric Face ID, Touch ID or Fingerprint Scanning but only accepts AmOnline PIN for Quick Access. Can I earn 2 Entries from the Quick Access enablement transaction criteria?

Yes, AmOnline PIN for Quick Access enablement will also be entitled to earn 2 Entries.

7. I've completed the Welcome Aboard Challenge before the Campaign. Will I be awarded 10 Entries?

Yes, 10 Entries will be awarded to customers who have completed the Welcome Aboard Challenge from 9 May 2024 onwards.

8. What can I use the Travel Voucher for?

The Travel Voucher can be used to book flight tickets, accommodation or travel packages organised by the Bank's appointed vendor. Customers who have won the Travel Voucher prize needs to liaise with the appointed vendor directly to redeem the Travel Voucher.

9. What is Plaza Premium Lounge and how can I redeem this prize?

Plaza Premium Lounge is an airport lounge service provider who has several lounges in selected airports in Malaysia. To redeem this service, please refer to the redemption steps stated in the email sent to the winners.

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

Yes, only customers with emails 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 before the end of the Campaign.

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

Consolation Prize and DuitNow ID Registration Prize winners will be notified via push notification or email whereas Grand Prize, Second Prize and Third Prize winners will be receiving a call from the Bank, followed by an email with instructions on how to redeem the travel vouchers and lounge access.