

Frequently Asked Questions for AutoPay in MyTNB Portal

Before You Subscribe AutoPay:

1. What is AutoPay?

AutoPay is recurring bill payment which automatically charge to your preferred debit/credit card with monthly limit is up to RM5,000. AutoPay eligible for TNB Account with average monthly bill RM5,000 and below.

2. Why should I sign up for AutoPay?

- One-time hassle-free subscription to pay your monthly TNB bills
- No service disconnection due to timely bill payment
- Avoid wrong payment (amount charged based on monthly bill)
- Enjoy card rewards

3. What is the maximum amount that can perform via AutoPay?

The maximum amount is up to RM 5,000 monthly. For those with monthly electricity bill above RM5,000, pay the remaining balance via alternative payment channels like online banking, JomPAY, dll. Any unpaid balance will be carried over and included in your next bill.

4. Can I set up AutoPay for partial amount of my electricity bill payment?

AutoPay only processes the full bill amount up to RM5,000. Partial payments are not supported.

To Subscribe AutoPay via MyTNB Portal

5. How-to sign-up AutoPay via myTNB Portal?

To sign up for AutoPay, kindly refer: User Manual Guide for AutoPay in myTNB Portal.

6. I am not premise owner (tenant/relative). Can I apply AutoPay for TNB account not registered under my name (non owner) by using my owned debit/credit card?

Yes. You can apply for AutoPay for any premise using your own debit/credit card.

7. Why some of my TNB Account number not listed in MyTNB Portal?

- Some of your contract accounts not be listed due to the following:
- TNB account(s) number already registered with AutoPay.
- Average monthly bill is more than RM 5,000 (AutoPay deduction is capped to RM 5,000 once a month).
- TNB account(s) number not added in MyTNB.
- TNB account(s) number does not exist.
- TNB account(s) number is not active.

8. What is the cost of subscribing AutoPay?

There is no cost required for AutoPay subscription.

9. Are supporting documents required for AutoPay sign up?

No supporting documents are required for the sign up.

10. How many TNB accounts can I sign up for AutoPay?

You may register more than one TNB account under the same debit/credit card for AutoPay, with an average monthly bill up to RM5,000.

11. What type of credit cards and which banks may I use?

You can use the following types of debit/credit cards for AutoPay:

- VISA
- MasterCard
- AMEX Maybank

Please ensure that the card is issued by a local bank

Bill Payment via AutoPay:

12. If my AutoPay application is successful today, when will my first payment be charged?

Your first payment will be charged on the Monday after the issuance of your monthly electricity bill.

13. When will my card get charged? Can I set a specific date?

Payment will be charged monthly once the TNB bill is issued. You may not set a specific payment date for AutoPay.

14. Will I receive any notification from TNB when my card is charged?

No, there will not be any notification from TNB when your card is charged.

Card Expiry, Change Card number, and Cancellation/Terminate AutoPay:

15. How to deactivate AutoPay via myTNB Portal?

For AutoPay deactivation, kindly refer: User Manual Guide for AutoPay Online.

16. What should I do when the card I am using for the TNB AutoPay service has expired?

You are advised to terminate your current AutoPay subscription and submit a new AutoPay subscription with your updated card details.

17. My TNB account ownership has been transferred. What should I do with my AutoPay?

You are advised to immediately terminate AutoPay via myTNB Portal to avoid any charges being made to your card registered for AutoPay.

18. What happens if I have exceeded my debit/credit card limit?

Your AutoPay transaction instruction will be rejected(declined) by the bank and your card will not be charged. Payment will not be received in your TNB Account. The remaining unpaid balance of your monthly electricity bill will be carried over and included in your next bill.

19. What should I do if my AutoPay transaction rejected (declined)?

If your AutoPay transaction reject/declined by bank, you will need to manually make the payment for that month to avoid outstanding/service interruptions. For next course of action:

- Update new card detail (if change new card/renew card) via myTNB Portal
 - Ensure card limit/balance is sufficient.
- Alternatively, contact TNB CareLine (after above action taken)

20. How can I view my AutoPay transaction history?

You can view your AutoPay transaction history by logging into your myTNB account, navigating to the Payment History section, and clicking 'View More.' This will display all past transactions and their details.

21. How can I update my phone number for any AutoPay (via SMS) notifications?

To update your phone number (mobile) for AutoPay notifications, follow steps:

1. Log in to your myTNB account.
2. Navigate to your myTNB profile section.
3. Click 'My Profile Settings'.
4. Select 'Edit Profile'.
5. Update your phone number.
6. Save the changes to ensure your new contact details are recorded.

22. How to unsubscribe/terminate from AutoPay via myTNB?

To unsubscribe/terminate AutoPay, kindly follow the steps below/ Refer **User Manual Guide**:

1. Log in to your myTNB account and click 'All accounts'.
2. Select your preferred electricity account and click 'Account Details'.
3. Click 'Manage AutoPay' and then 'Stop AutoPay'.
4. Select your reason and click 'Confirm' to submit your termination application.
5. Upon submission, you will receive an email regarding the status of the termination at the email address registered with your myTNB account.
6. Once the termination is successful, your AutoPay subscription will be stopped starting from your next bill onwards.

Kindly email tnbcareline@tnb.com.my for further assistance