

Welcome to myTNB AutoPay

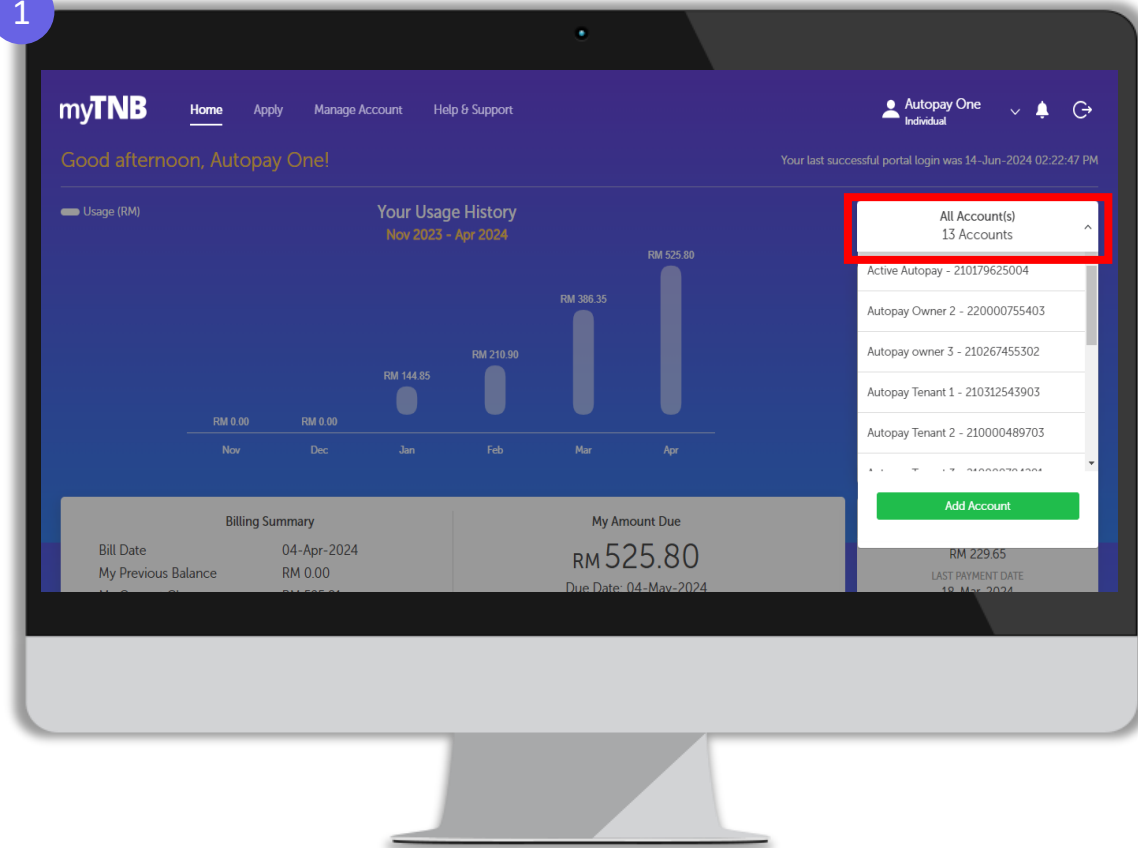


- **AutoPay New Registration**
- **View Active AutoPay**
- **AutoPay Termination**

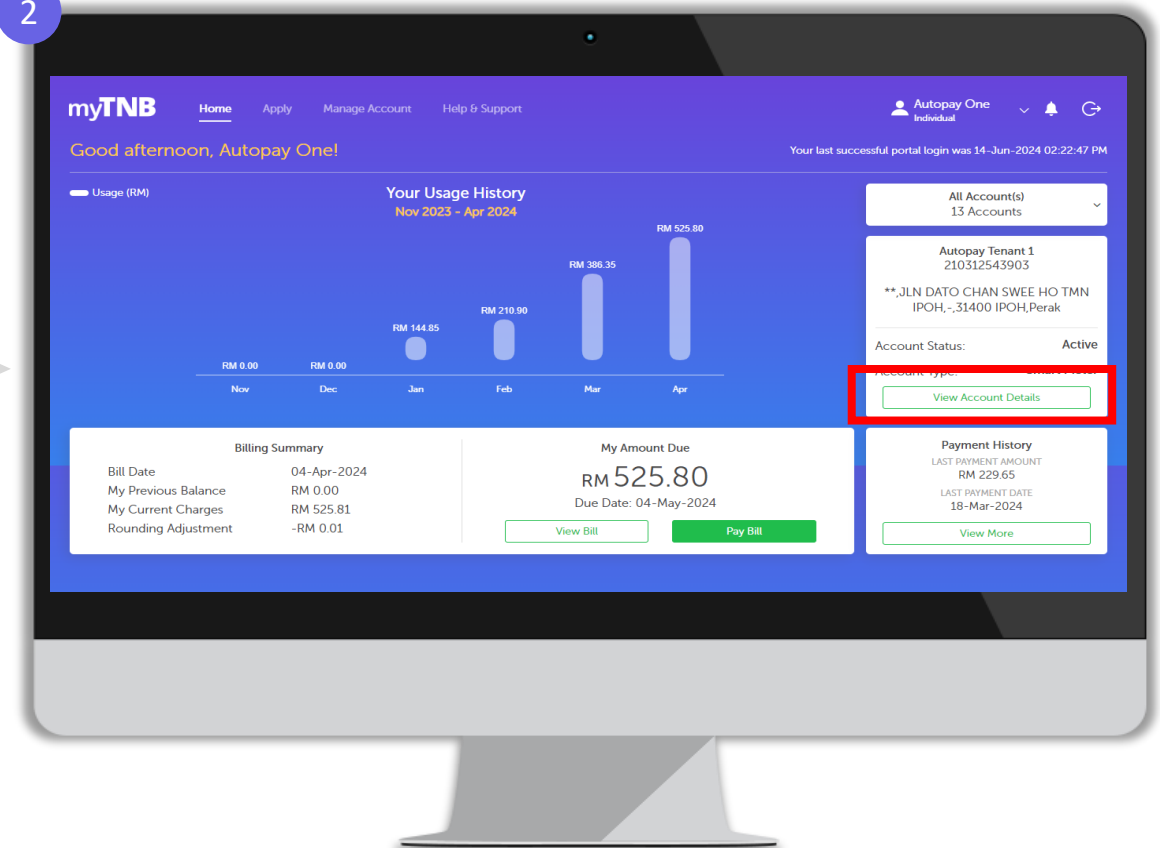


New Registration for AutoPay Subscription [Step 1-2]

1



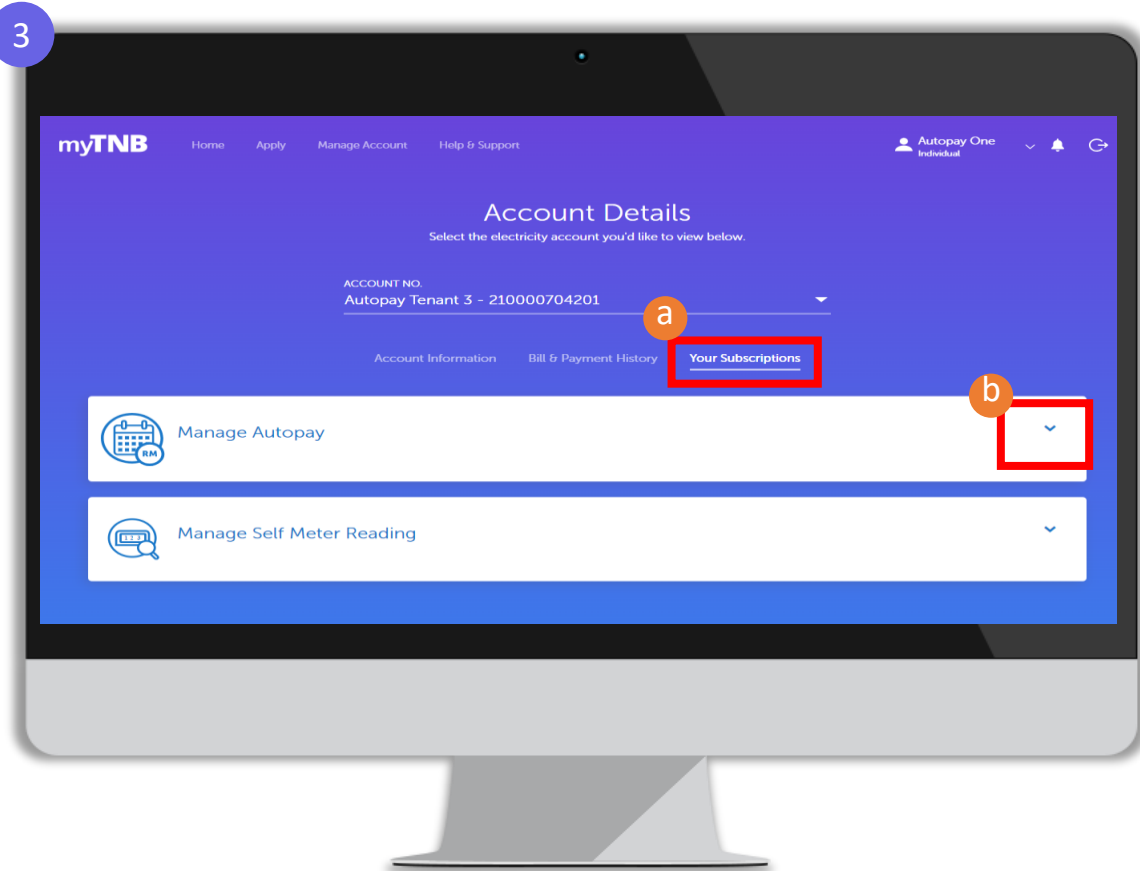
2



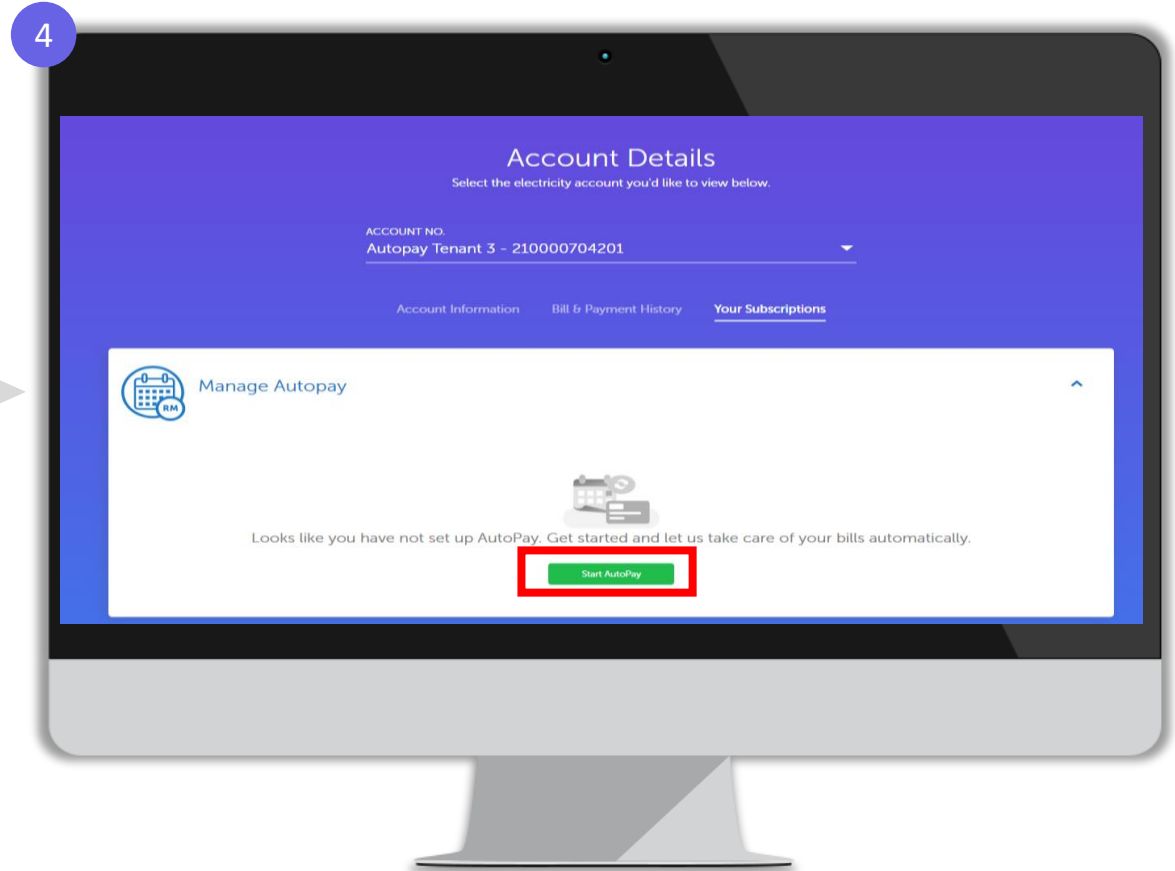
Step 1: Login to myTNB Portal and click 'All Account(s)' to select the TNB account you wish to subscribe for AutoPay

Step 2: Click 'View Account Details'

New Registration for AutoPay Subscription [Step 3-4]

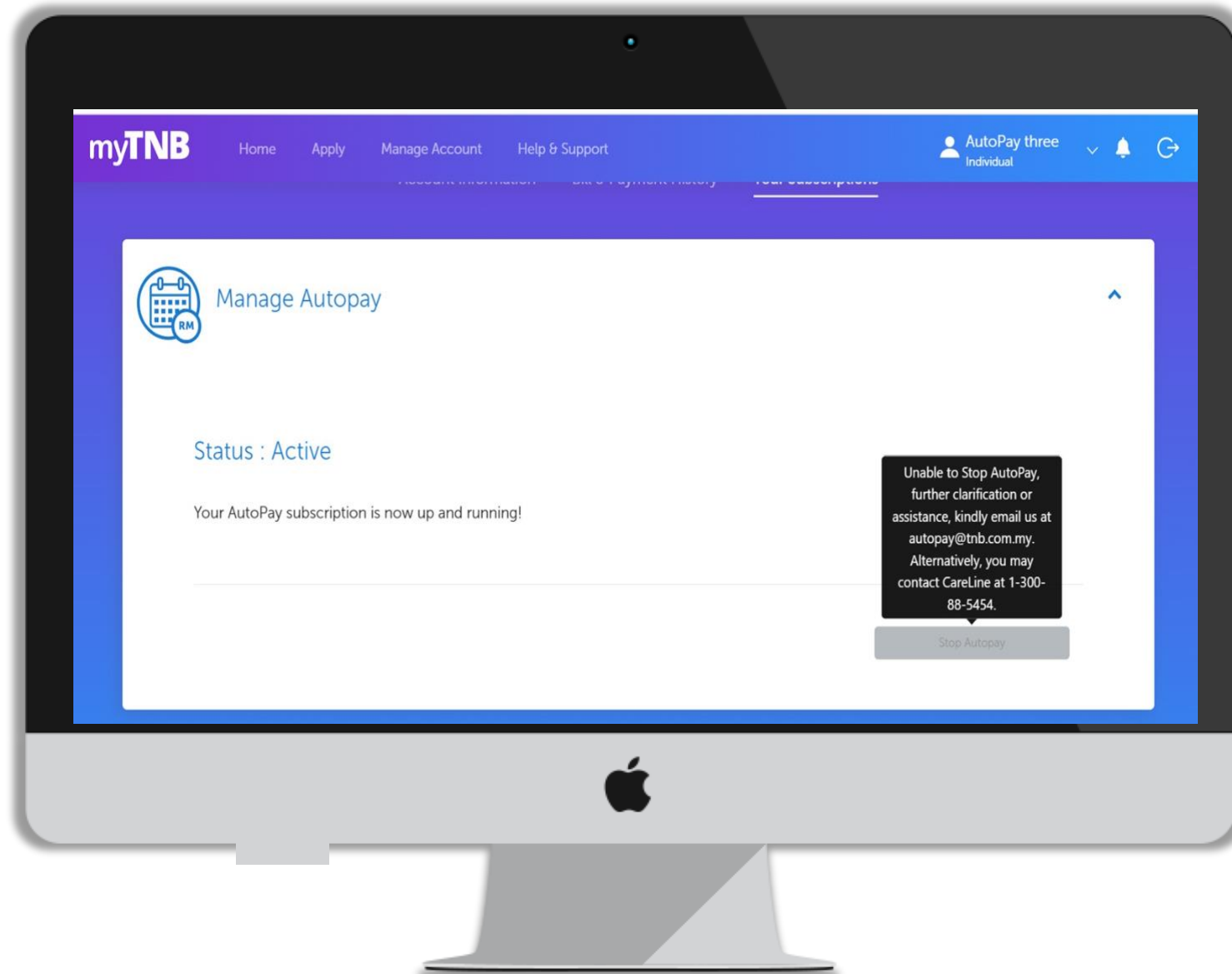


Step 3: (a) Click 'Your Subscriptions' tab
(b) Click arrow down to view and Manage Autopay



Step 4: Click 'Start AutoPay' to proceed AutoPay subscription

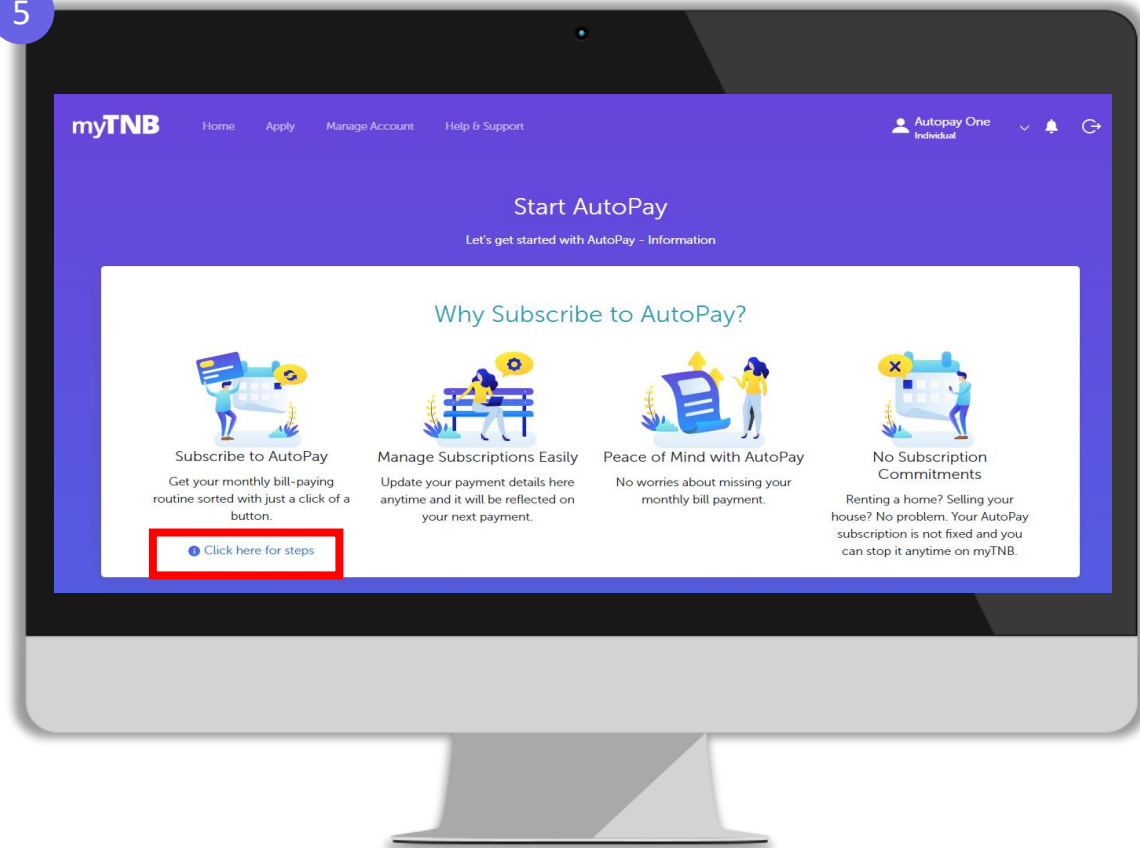
Display for existing AutoPay



For Attention: For existing AutoPay, kindly email autopay@tnb.com.my or alternatively contact CareLine at 1-300-88-5454

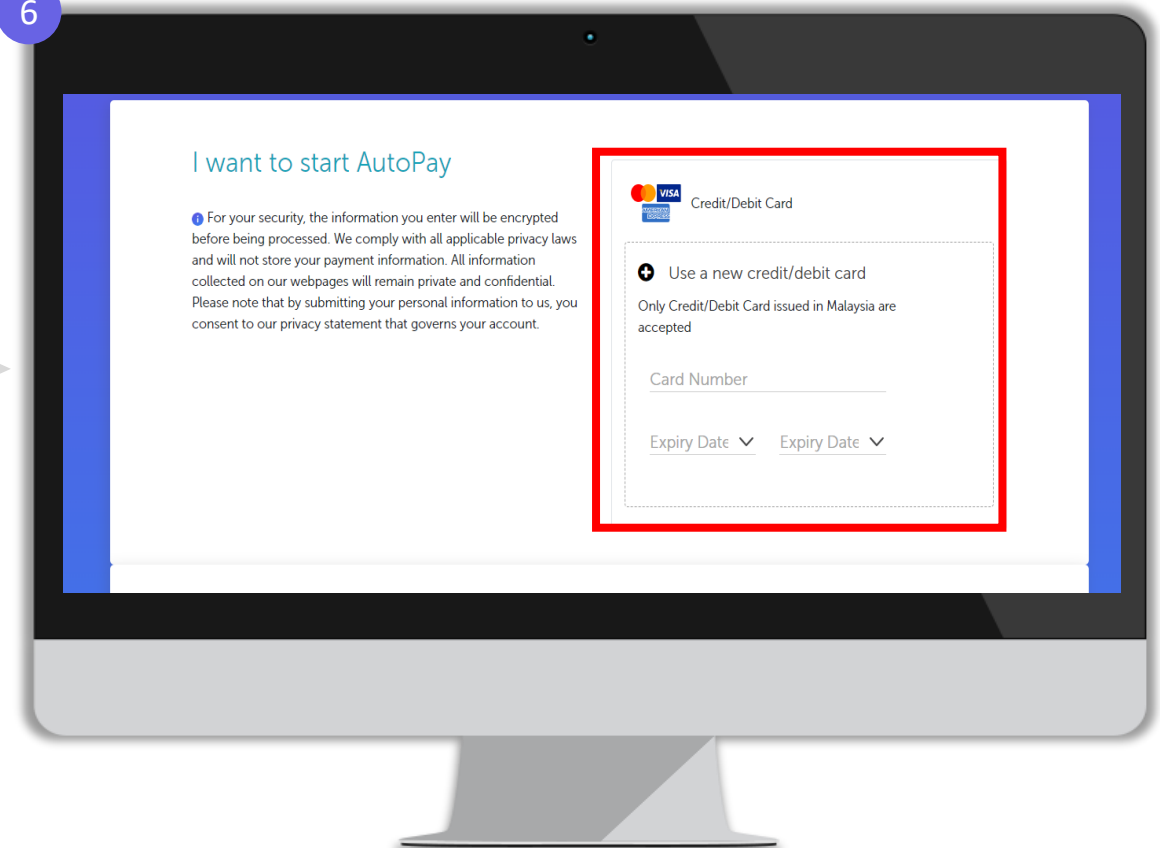
New Registration for AutoPay Subscription [Step 5-6]

5



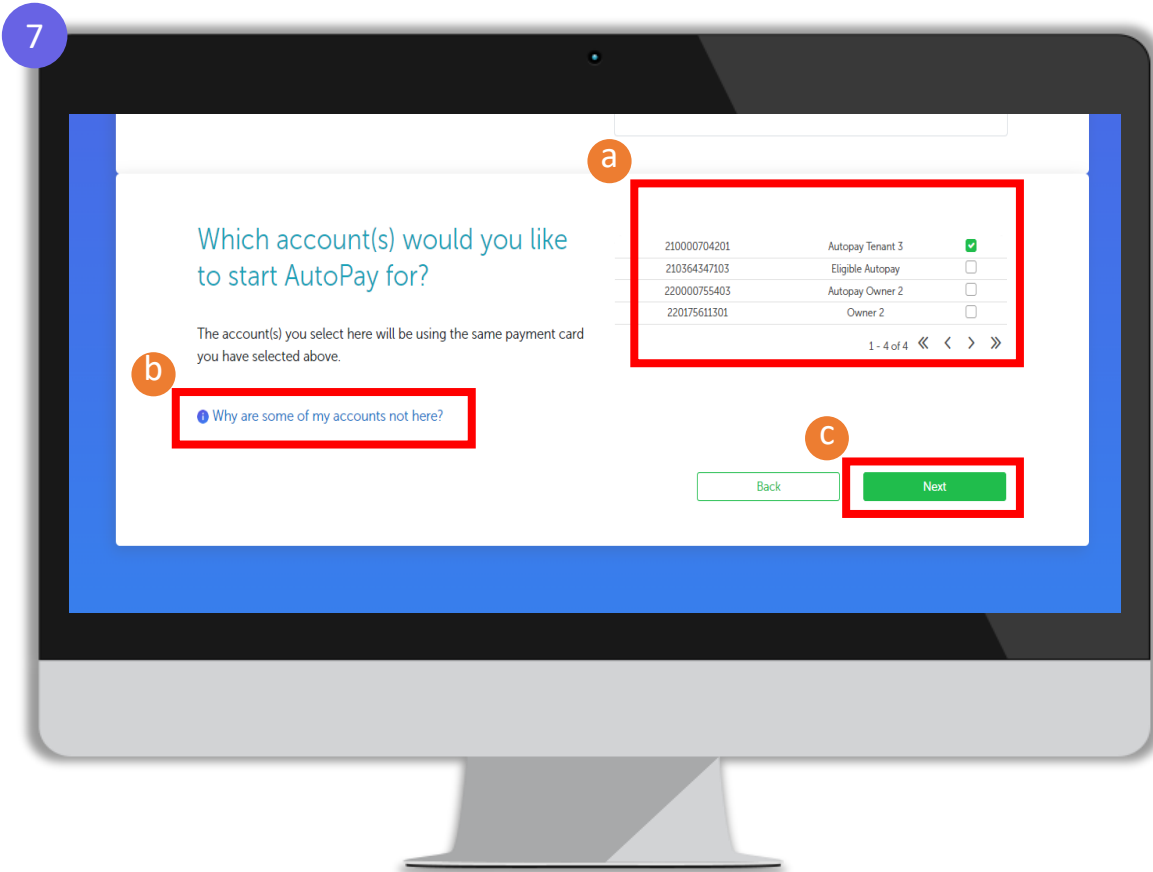
Step 5: Click the tooltip to view guiding steps

6

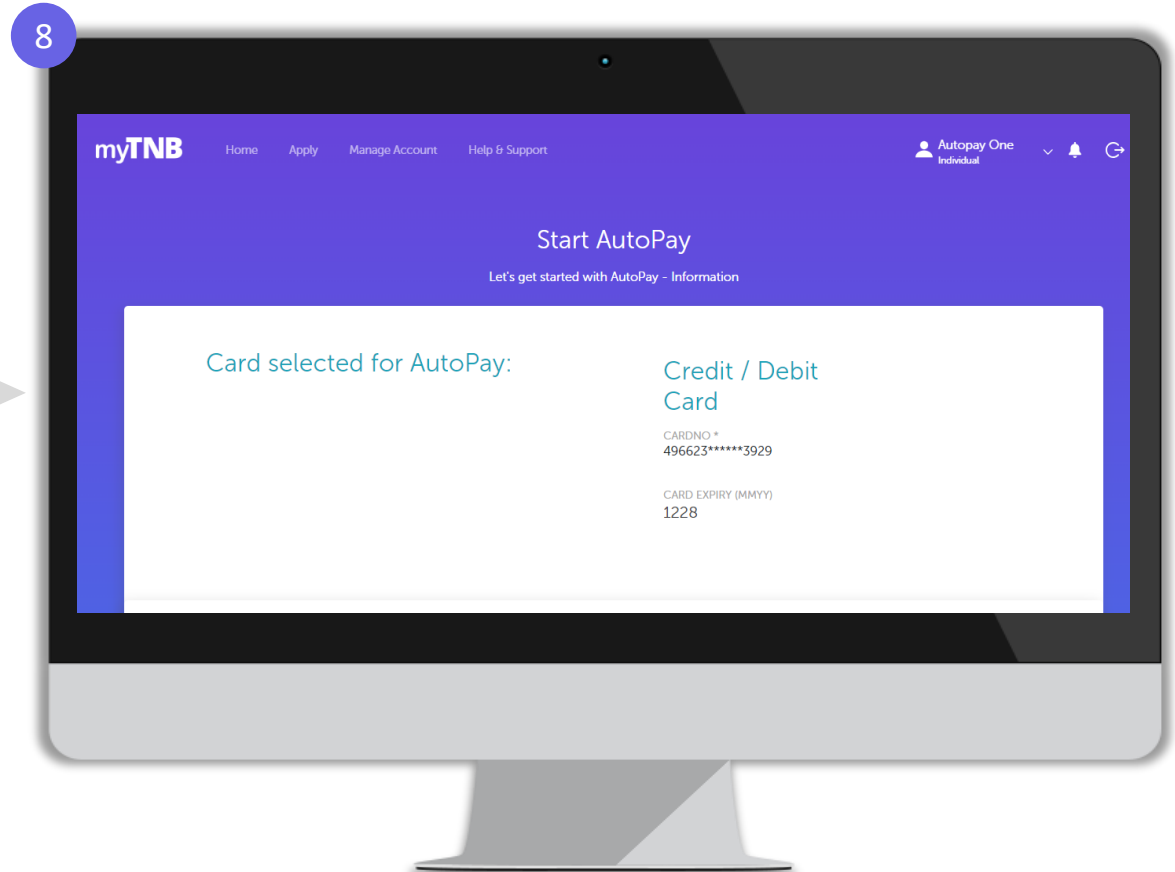


Step 6: Fill in your credit/debit card details

New Registration for AutoPay Subscription [Step 7-8]



Step 7: (a) Tick on the account(s) you want to enroll in AutoPay
(b) Click on the tooltip for more information, if account not listed
(c) Click 'Next' to proceed



Step 8: Check and confirm your card information

New Registration for AutoPay Subscription [Step 9-10]

9

Account(s) selected for AutoPay: 210000704201 Autopay Tenant 3

The account(s) you select here will be using the same payment card you have selected above.

☐ By submitting, I have read and agreed to the [Terms and Conditions](#).

[Back](#) [Submit](#)

10

Account(s) selected for AutoPay: 210000704201 Autopay Tenant 3

The account(s) you select here will be using the same payment card you have selected above.

☐ By submitting, I have read and agreed to the [Terms and Conditions](#).

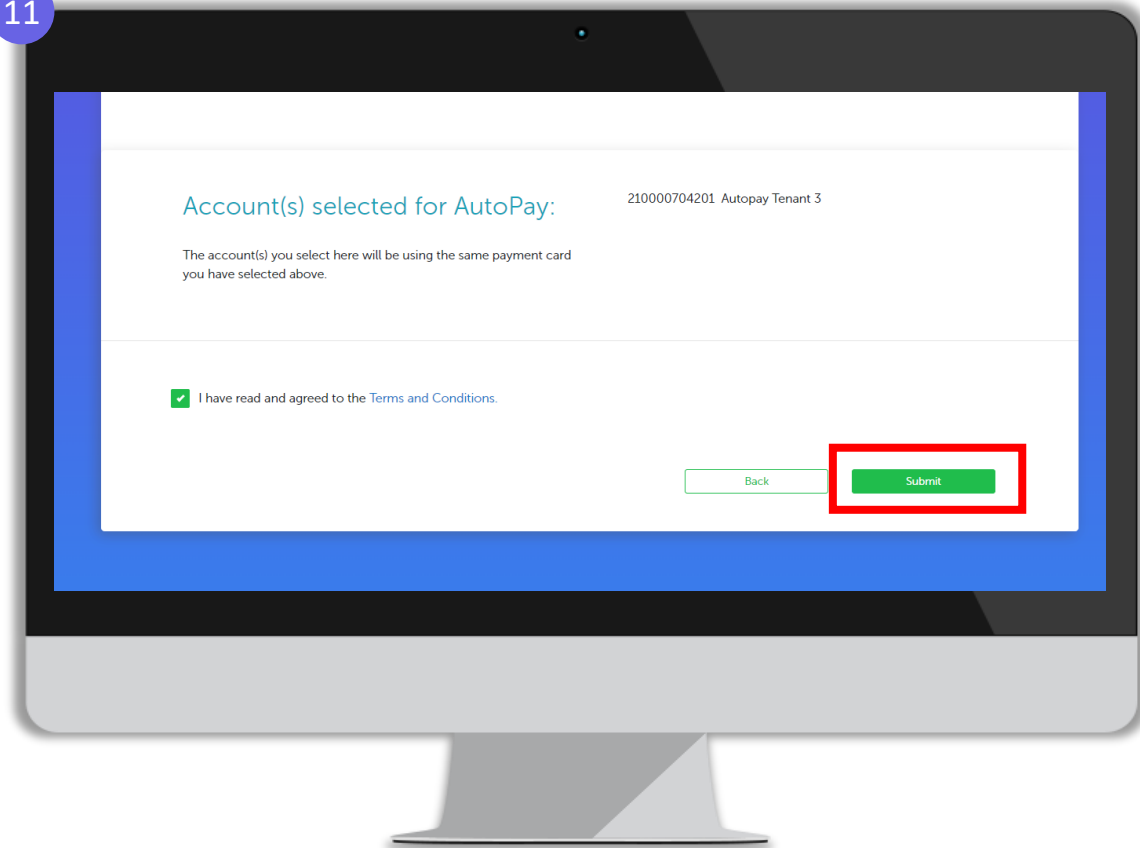
[Print Supply Application T & C](#) [Cancel](#) [I agree](#)

Step 9: Confirm the selected account and click to read 'Terms and Conditions'

Step 10: Agree to the terms and conditions

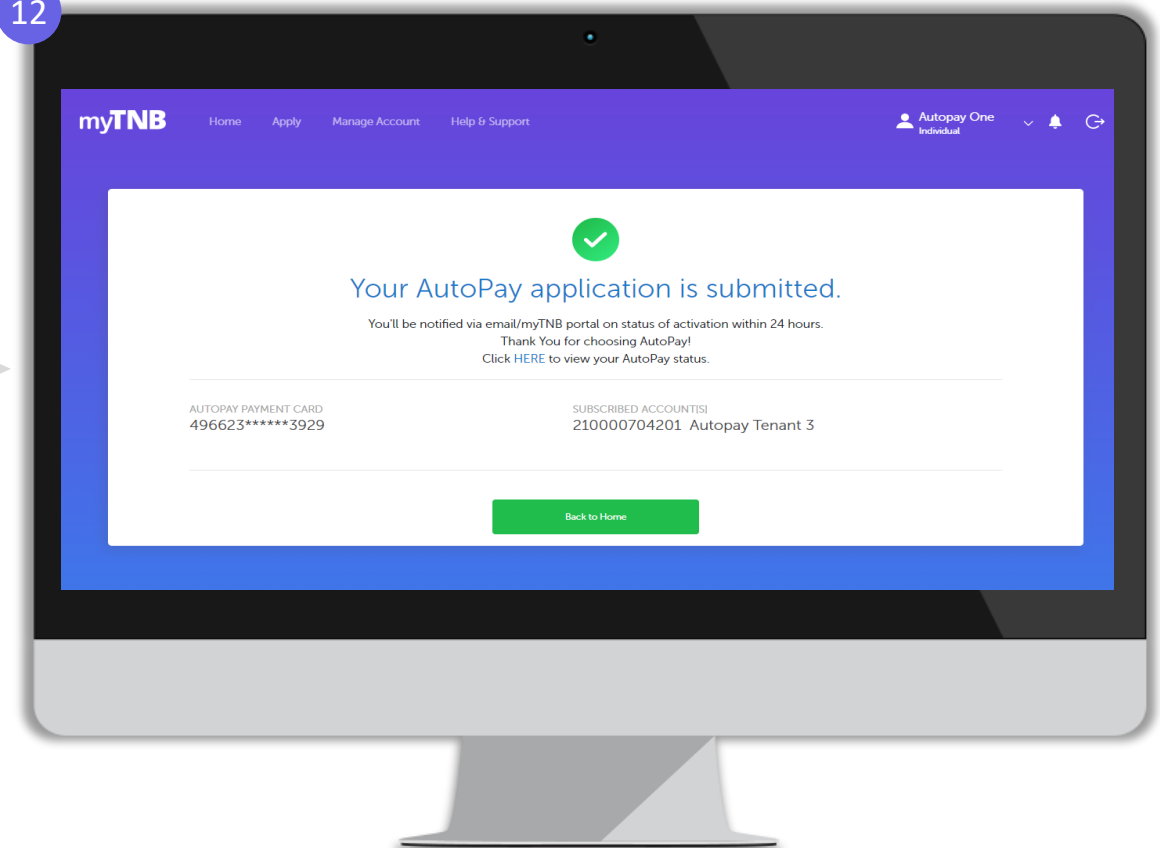
New Registration for AutoPay Subscription [Step 11-12]

11



Step 11: Click 'Submit' to complete subscription

12



Step 12: Your AutoPay application is submitted

New Registration for AutoPay Subscription

13

What's Next? Notification will be send to email address registered in myTNB. Your AutoPay is now active for automatic bill payment via AutoPay



18 SITI NORANUN BINTI ABDUL AZIZ

Your AutoPay subscription is now active.

Great news! AutoPay for My House (Account Number: 210130360103) is now up and running. Your first bill deduction will happen on 15 Oct 2023.

Take away the hassle of paying your bill manually everytime with automatic monthly payments. You can view and manage your AutoPay anytime, anywhere at your convenience via the myTNB app or portal.

[View Autopay Details](#)



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What's Next? Notification will be send to email address registered in myTNB. If AutoPay subscription not successful, kindly email to autopay@tnb.com.my for further assistance



19 Autopay Over

Your AutoPay subscription has been unsuccessful.

We're sorry to let you know that we're not able to confirm your AutoPay subscription for My House (Account Number: 210130360103). Please try again or submit an enquiry to resolve this.

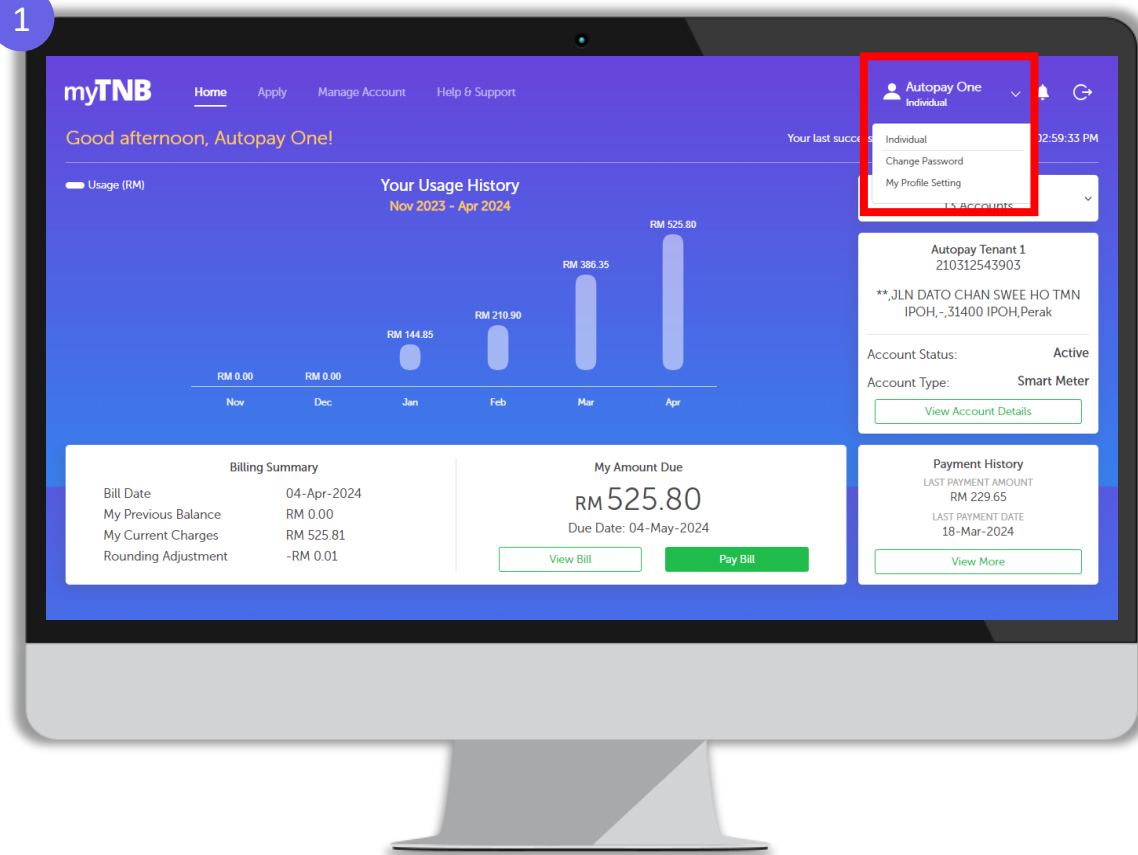
For further enquiries, contact CareLine at careline@tnb.com.my or 1300-80-5454.

[Start Autopay Again](#)

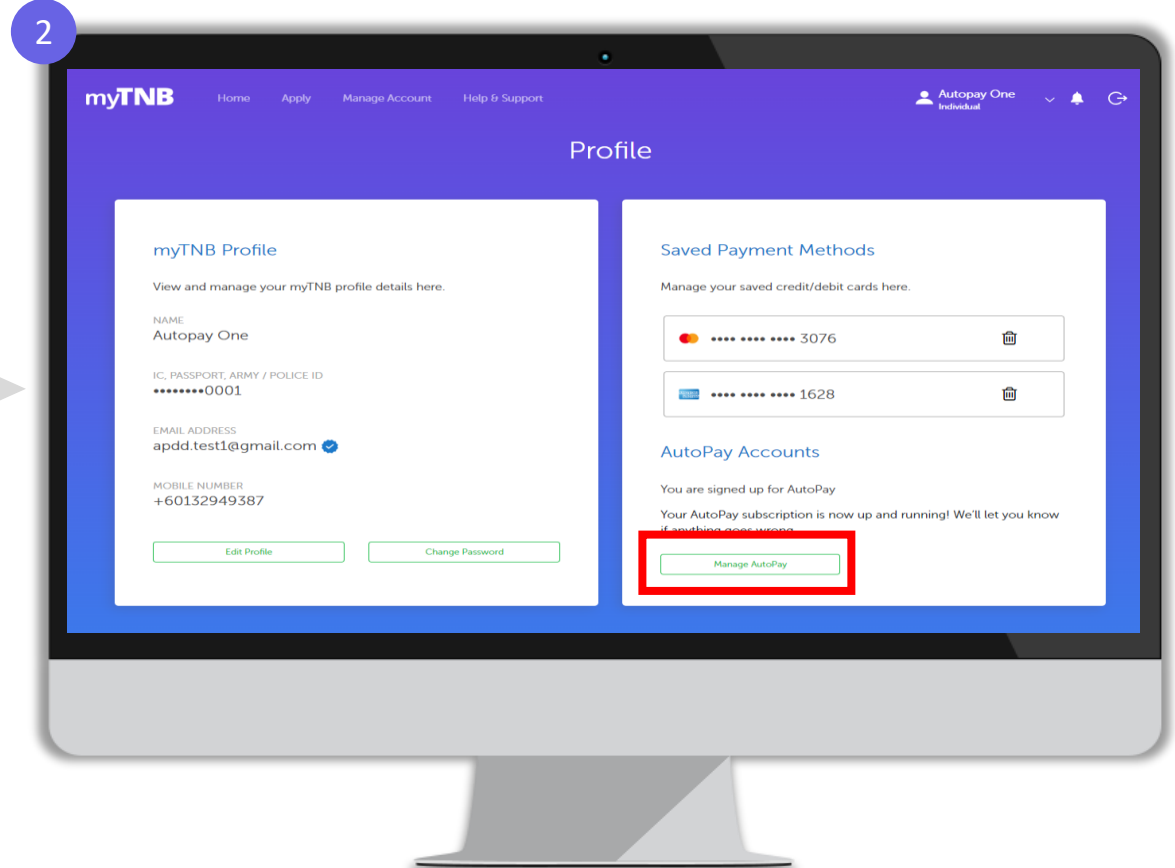


OR

View Active AutoPay Subscription [Step 1-2]

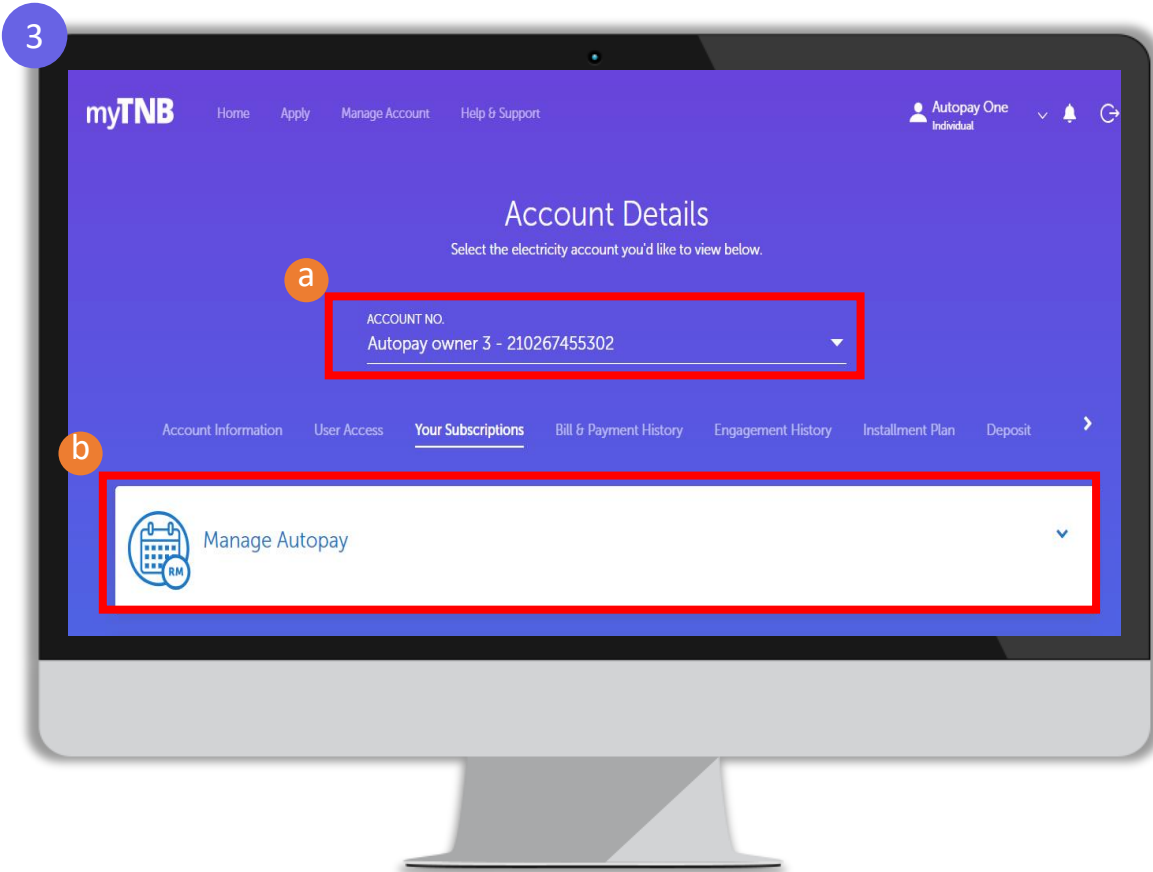


Step 1: At homepage, click on the username at the top right and go to 'My Profile Setting'

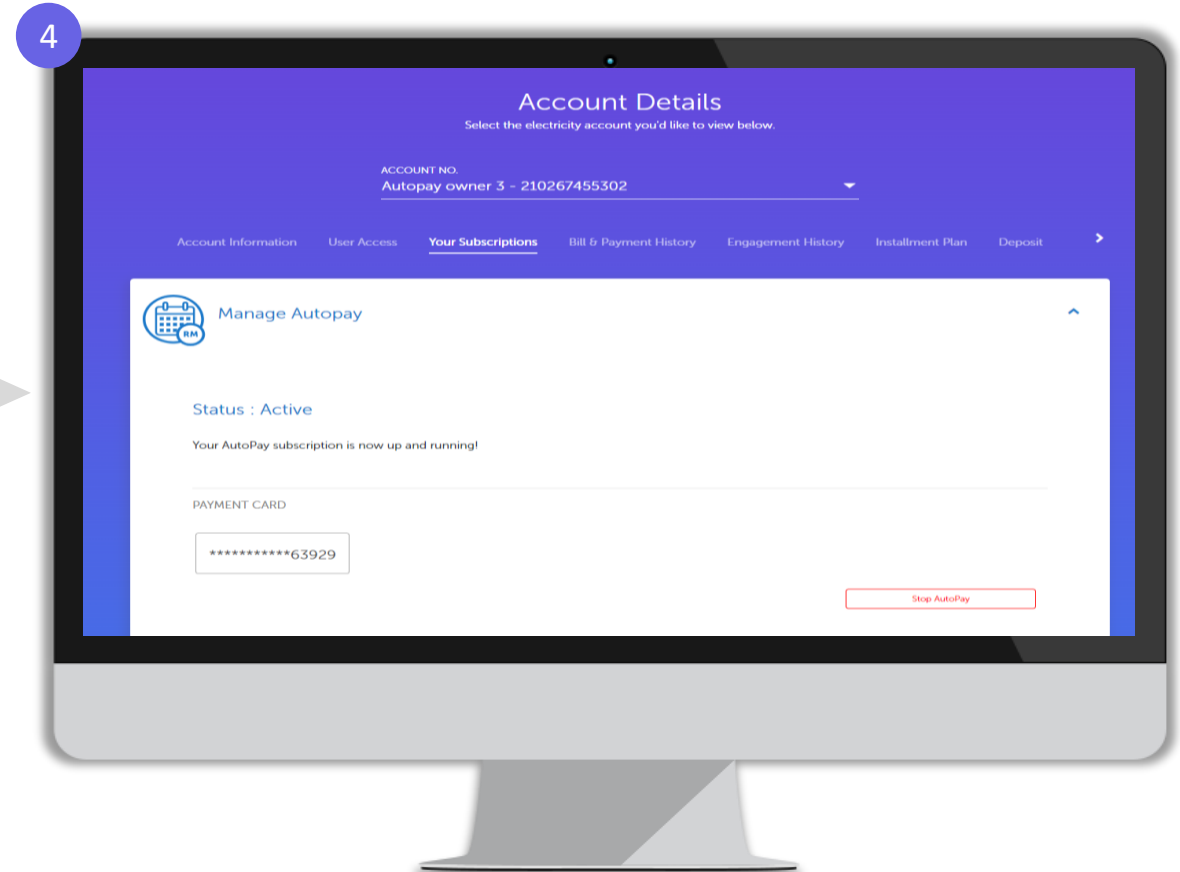


Step 2: Click "Manage AutoPay" to view active AutoPay account(s)

View Active AutoPay Subscription [Step 3-4]



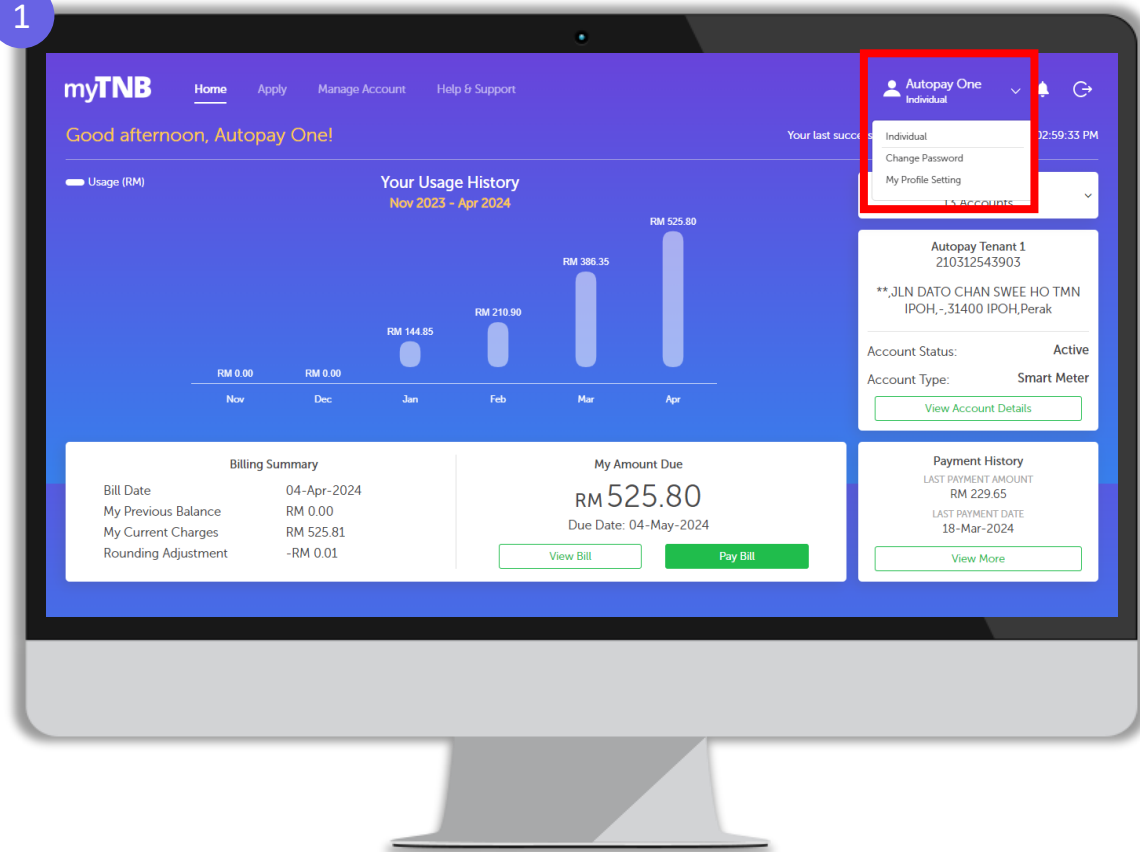
Step 3: (a) Select account from the dropdown list
(b) Click on 'Manage Autopay' card to view more details



Step 4: View current AutoPay status and payment card information

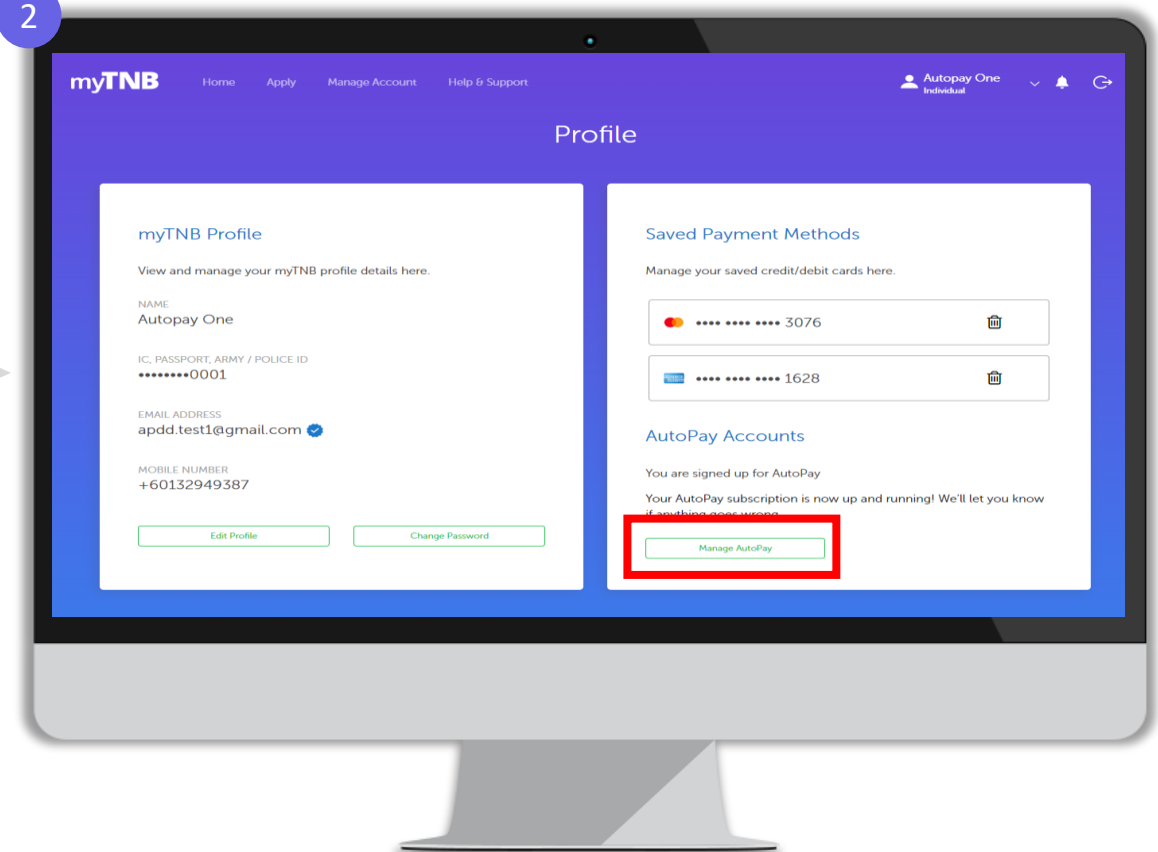
Terminate AutoPay Subscription [Step 1-2]

1



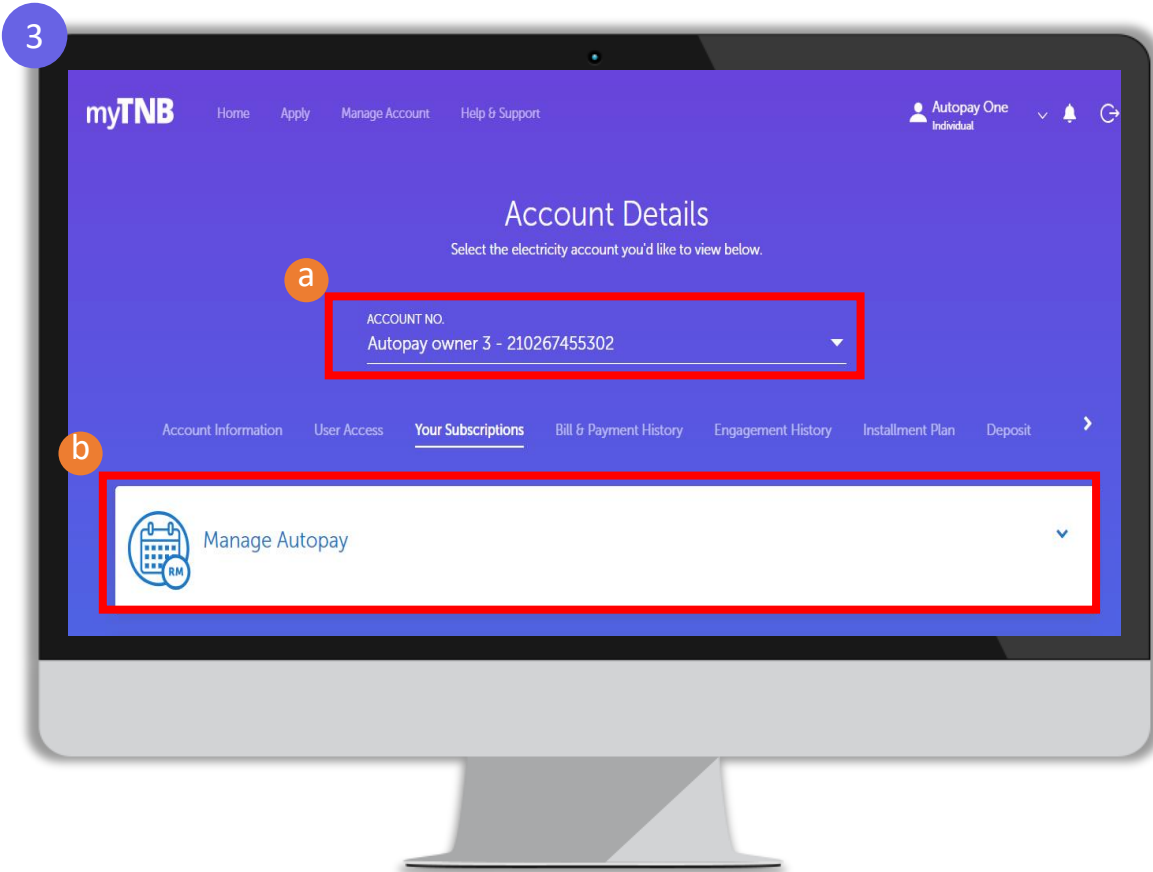
Step 1: At homepage, click on the username at the top right and go to 'My Profile Setting'

2

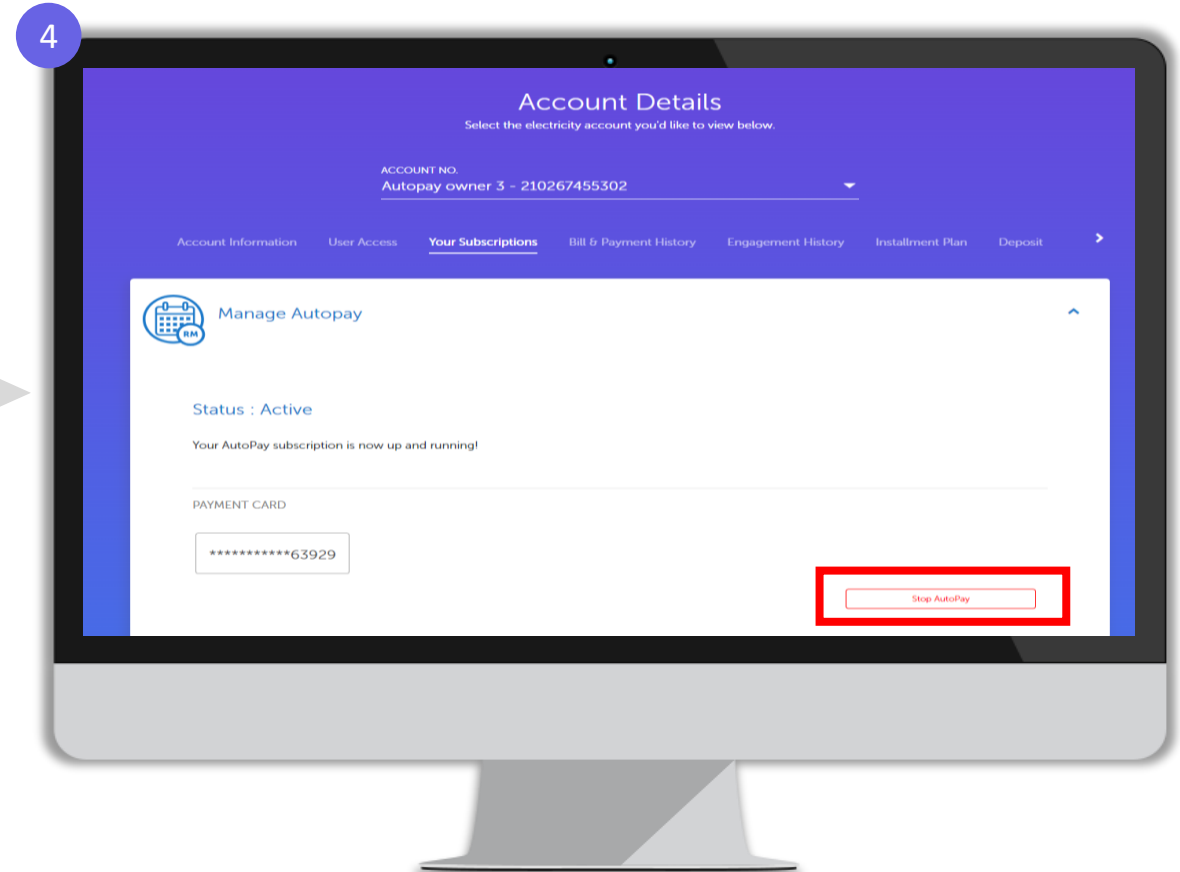


Step 2: Click "Manage AutoPay" to view active AutoPay account(s)

Terminate AutoPay Subscription [Step 3-4]



Step 3: (a) Select account from the dropdown list
(b) Click on 'Manage Autopay' card to view more details



Step 4: Click 'Stop AutoPay'

Terminate AutoPay Subscription [Step 5-6]

5

Stop AutoPay

Confirm the account you would like to proceed.

Stop AutoPay for this Account

For my account
210267455302 Autopay owner 3

a Looks like you are opting to stop AutoPay for this account. Can you tell us why?

Reason
Change card details ✓
*Do note that you need to resubmit a new credit card detail to continue automatic payment with AutoPay

b ☒ I understand that I will stop AutoPay next bill onwards.

c

Step 5: (a) Select reason from the dropdown list
(b) Tick on the acknowledgement
(c) Click 'Confirm' to proceed termination

6

myTNB

Home Apply Manage Account Help & Support

Autopay One Individual

✓

Your AutoPay termination is submitted.

You'll be notified via email/myTNB portal on the status of termination within 24 hours.
Should you require further clarification or assistance, kindly email us at autopay@tnb.com.my or contact CareLine at 1-300-88-5454.
[Click HERE](#) to view your AutoPay status.

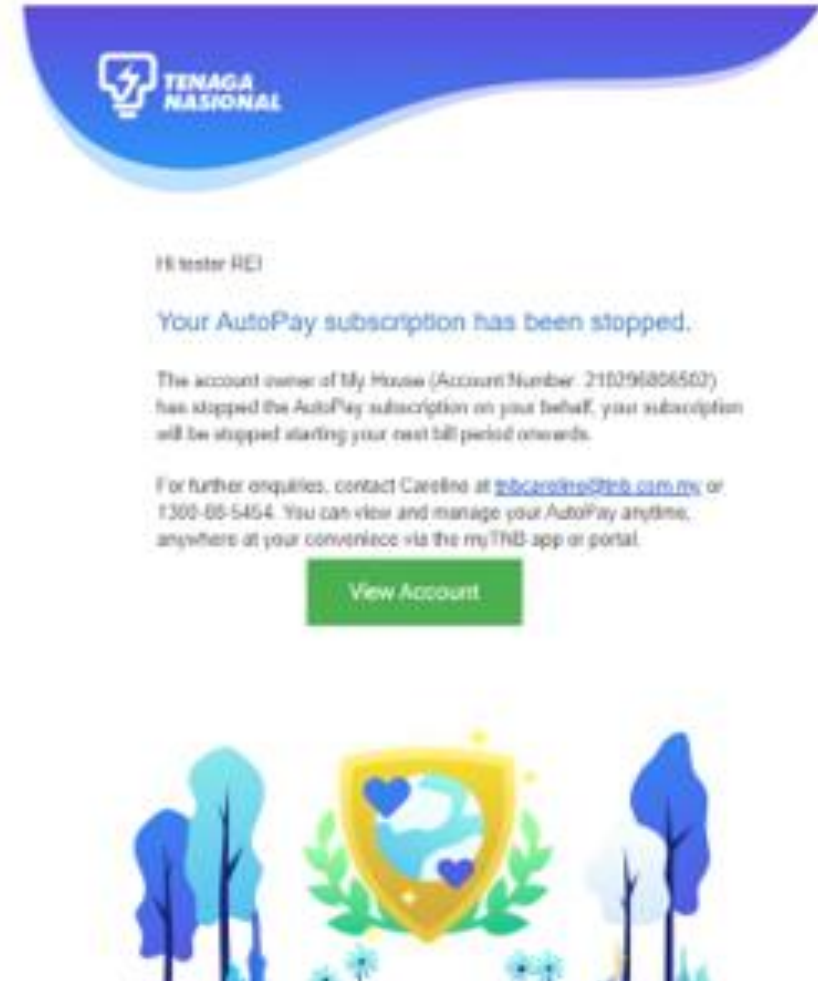
STOPPED ACCOUNT
210267455302 Autopay owner 3

Step 6: Your AutoPay termination is submitted

Terminate AutoPay Subscription

7

***What's Next?* Notification** will be send to email address registered in myTNB once AutoPay termination is successful



Thank You

