

# TNB AutoPay FAQ

(frequently asked questions)

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## **Before You Sign Up:**

### **1. What is AutoPay?**

AutoPay automatically charges your TNB bills to your preferred credit card on a monthly basis, up to a monthly limit of RM5 000.

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### **2. Why should I sign up for TNB's AutoPay?**

- One-time hassle-free subscription to pay your monthly TNB bills
- No service disconnection due to outstanding TNB bills
- Additional credit card rewards

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### **3. What is the maximum amount that I can perform AutoPay?**

You may enroll for AutoPay for TNB monthly electricity average bills of up to RM5000. For those with TNB bills above RM5000, you may make payment for the remaining balance via other payment channels. (Eg: Online payments, kiosks, etc)

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## **Signing Up:**

### **1. How can I sign up for AutoPay?**

To sign up Autopay, kindly perform the following:

1. Print the AutoPay form at TNB Website or MyTNB Portal  
<https://www.tnb.com.my/residential/payment-methods/>  
<https://www.mytnb.com.my/payment-facilities/auto-payment>
2. Fill up the AutoPay form (without debit/credit card number) and email to autopay@tnb.com.my
3. You will receive reply from autopay@tnb.com.my with **Application Number**
4. As the final security step before Autopay is activated, please call TNB Autopay direct line to provide full debit/credit card number
5. Please allow up to 7 working days for processing, you will receive a letter of notification upon successful activation of your Auto Pay subscription.

**Note:** Due to security purpose, any application which provide full debit/credit card number via email will not be processed.

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## *2. What is the cost of enrolling for AutoPay?*

There is no cost required to enroll for TNB AutoPay.

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## *3. Are supporting documents required for AutoPay sign up?*

No supporting documents are required to sign up for TNB's AutoPay feature.

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## *4. How many TNB accounts can I sign up for AutoPay?*

You may register more than one TNB account under the same credit card for AutoPay, as long as the TNB monthly electricity average bills of up to RM5000.

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## *5. Can I apply for AutoPay on behalf of others?*

Yes, however note that only the card holder may fill up the AutoPay application form.

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## *6. What type of credit cards and which banks may I use?*

- A. Three (3) types of credit cards are accepted : VISA, MasterCard, AMEX.
- B. All local banks.

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## **After Signing Up:**

### *1. If my TNB Autopay application is successful today, when will my first payment be charged?*

The first payment be charged in the following week (*Based on your total outstanding bill amount*).

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## *2. When will my card get charged? Can I set a specific date?*

Payment will be charged on a monthly basis once the TNB bill is issued. You may not set a specific billing date.

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## *3. 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.

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## *4. Can I make partial payment when using TNB AutoPay?*

No partial payment is allowed.

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### **Expiry, Change and Cancellation:**

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

Please notify TNB on your credit card's latest expiry date by dropping an email to [autopay@tnb.com.my](mailto:autopay@tnb.com.my). Also, liaise with your respective banks to ensure that there are no issues with your AutoPay transactions.

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#### *2. What should I do when my existing AutoPay has a Change of Tenancy (CoT)?*

Please obtain the AutoPay form and under 'Type of Application', select 'Termination'. Then, submit the AutoPay form to us via email [autopay@tnb.com.my](mailto:autopay@tnb.com.my).

Please allow up to 7 working days for processing, you will receive a letter of notification upon successful activation of your Auto Pay sign-up.

Note: The new account holder / owner will need to fill up a new AutoPay form separately to sign-up for AutoPay.

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### *3. What happens if I have exceeded my credit card limit?*

Your AutoPay transaction request will be rejected by the bank and your card will not be charged. Payment will not be received into your TNB account and you may be subject to service interruptions and collection attempts.

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### *4. How do I change or cancel my AutoPay instruction?*

Please obtain the AutoPay form and under 'Type of Application', select either 'Change Card' or 'Termination'. Then, submit the AutoPay form to us via email [autopay@tnb.com.my](mailto:autopay@tnb.com.my) for processing.

Please allow up to 7 working days for processing, you will receive a notification upon successful cancellation.

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*-END-*