

FREQUENTLY ASKED QUESTIONS

ELECTRICITY BILL PAYMENT USING CHEQUE OR ELECTRONIC FUND TRANSFER (EFT) DURING THE MOVEMENT CONTROL ORDER (MCO) NATIONWIDE

At TNB, our top priority during this Movement Control Order (MCO) period is to ensure we keep the lights on and continue supporting your business.

As a way to provide convenience for you, we have introduced two (2) alternative methods for you to manage payment of your electricity bill during MCO via Electronic Fund Transfer (EFT) or cheque.

Below are some of the frequently asked questions that might be useful to further assist in your understanding.

No	Questions	Answers
1.	I have been using cheque at your kiosk before MCO? How do I make payment now since all your Kedai Tenaga are close?	<p>Since all our Kedai Tenaga's are closed due to MCO, we would like to offer you two (2) alternative methods to make electricity bill payment to Tenaga Nasional Berhad's Maybank Account (5005-1001-1862) such as below: -</p> <p><u>Option 1:</u> Electronic Fund Transfer (EFT): where you make payment online from your own online banking platform through GIRO, Instant Transfer or RENTAS (according to your banks' terms and conditions), OR</p> <p><u>Option 2:</u> Deposit your cheque at a Maybank's Cheque Deposit Machine (CDM) near you.</p>
2.	How are the two options different compared to just using the kiosk at Kedai Tenaga?	<p>The difference between using self-service kiosk and these two alternative methods (EFT or cheque payable to TNB Maybank Account are: -</p> <ol style="list-style-type: none"> a. Electronic Fund Transfer: You are able to make your payments from anywhere as long as you have internet connectivity. b. For Cheque: Rather than depositing the cheque at our Kedai Tenaga kiosk, you would be depositing the cheque at a Maybank's Cheque Deposit Machine.

<p>3.</p>	<p>I would like to use online transfer or Electronic Fund Transfer to pay for my electricity bill since it is not safe to go outside during the COVID-19 pandemic. Can you share the steps to use EFT?</p>	<p>Yes. Below are the steps to pay electricity bills via EFT:</p> <ol style="list-style-type: none"> a. If you do not have this online transfer facility to make the EFT remittance, you may contact your bank of choice to make the EFT remittance. b. If you already have the online banking facility, you can perform the online transfer to TNB's Maybank account number (5005 1001 1862) using the following suggested online transfer modes below: - <ul style="list-style-type: none"> • GIRO Transaction amount Up to 1 Million • Instant Payment Transaction amount Up to 1 Million • RENTAS Transaction amount between RM 10,000 –RM 200 Million <p>Notes:- Maximum limit for each online transfer is depending on your respective bank. Should you require further clarifications, we recommend you to contact your nearest bank branch for further enquiry.</p> <p>Charges for transactions vary subject to respective banks.</p> <ol style="list-style-type: none"> c. After completing the online transaction, download the Payment Details Form from www.myTNB.com.my/StayHome d. Fill in TNB account number and amount for each account. Please ensure the total amount tallies with the payment made. e. Email the Payment Advice Slip and Payment Details Form to tnbpayment@tnb.com.my.
<p>4.</p>	<p>I would like to use cheque to pay for my electricity bill. Can you share the steps to prepare the cheque?</p>	<p>Yes. Below are the steps to pay electricity bill via cheque:</p> <ol style="list-style-type: none"> a. Fill in both front and back of the cheque with adequate information as below:- <ol style="list-style-type: none"> i. Front of the cheque:- <ul style="list-style-type: none"> ▪ Pay to "Tenaga Nasional Berhad" ▪ Current Date

		<ul style="list-style-type: none"> ▪ Total amount to be paid as per your electricity bill(s) ii. Back of the cheque:- <ul style="list-style-type: none"> ▪ TNB's Maybank account number (5005 1001 1862) ▪ Contact detail; i.e. mobile number in case bank or TNB requires any clarification ▪ Company Name b. Deposit the cheque at the Maybank's Cheque Deposit Machine and scan or snap a picture of the Cheque Deposit Slip. c. Download the Payment Details Form from www.myTNB.com.my/StayHome. d. Fill in TNB account number and amount for each account. Please ensure the total amount tallies with the total payment made. e. Email the Cheque Deposit Slip and Payment Details Form to tnbpayment@tnb.com.my.
5.	Can I use the same method and account number if I intend to make other payments such as Reconnection Fee, New Installation etc.?	<p>This method is only applicable for payments of monthly electricity bills only. For all other type of payments, you shall use other methods that are readily available.</p> <p>You may call TNB call TNB Careline at 1-300-88-5454 for further clarifications. If your reconnection fee /new installation charges is more than RM30K please email to tnbpayment@tnb.com.my for assistance.</p>
6.	How would I know if my payment has been received by TNB?	<p>Once payment is made to TNB's Maybank Account either via EFT or Cheque, and you have emailed the Payment Advice Slip or Cheque Deposit Slip and Payment Details Form to tnbpayment@tnb.com.my, you will receive notification email from TNB:-</p> <ul style="list-style-type: none"> a. Acknowledging that TNB have received necessary documents with complete details, and b. TNB electricity account(s) have been updated once the payment is cleared and credited into TNB's Maybank account.

7.	How long does it take for TNB to reply me to inform me of my status?	<p>After you emailed the Payment Advice Slip or Cheque Deposit Slip and Payment Details Form to tnbpayment@tnb.com.my, you will receive an acknowledgement email from TNB notifying that TNB has received the necessary documents with complete details.</p> <p>After the payment is cleared, we will send you an email within three (3) working days to notify that your payment has been updated in your TNB account(s).</p>
8.	Are these options open for users that have accounts with Maybank only?	These payment methods are open for all bank registered under Bank Negara.
9.	How will I be able to check if my payment has been updated accordingly?	<p>After the payment is updated in your TNB electricity account(s), you will receive a 2nd notification email from TNB.</p> <p>The payment status is available in myTNB Portal (www.mytnb.com.my) or myTNB mobile app. You may contact TNB CareLine at 1-300-88-5454 to check on your bill electricity payment status.</p>
10.	Which types of Cheque Deposit Machine can be used to make payment?	Any Maybank Cheque Deposit Machine (CDM) can be used.
11.	In the current situation of cyber treats, I am quite wary of scammers sending email requesting for payment. How can I be sure the email is coming from TNB?	<p>You will only receive the email either from mytnb@tnb.com.my and tnbpayment@tnb.com.my.</p> <p>TNB's Maybank account number (5005 1001 1862) solely belongs to TNB. Please do not make payments to any other accounts.</p> <p>If you need any confirmation, please call and verify with TNB Careline at 1-300-88-5454.</p>
12.	Is this payment method only available during the MCO period or will it be available after the MCO period as well?	<p>Since all our Kedai Tenaga's are closed due to MCO, we offer two (2) alternative methods for you to make electricity bill payment to Tenaga Nasional Berhad's Maybank Account (5005-1001-1862).</p> <p>This method will only be available during MCO.</p>

13.	If I have any other question, where and how can I reach out to TNB with questions regarding these payment methods?	Kindly contact ourTNB CareLine agents via a. Email: tnbcareline@tnb.com.my b. Call: 1-300-88-5454 (for account-related enquiries, 8AM - 5PM daily during MCO) c. Facebook: TNB CareLine
-----	--	--