

**Frequently Asked Questions (FAQ)  
Tabung Haji (TH) Service**

No	Question	Answer
1	What are Tabung Haji services?	Tabung Haji services are provided to facilitate Bank Islam and Tabung Haji customers to perform various transactions at their convenience via Internet Banking, GO by Bank Islam and Automated Teller Machine (ATM)/ Cash Recycler Machine (CRM).
2	What are the Tabung Haji services offered?	<p>Services offered via Bank Islam Internet Banking and GO by Bank Islam:</p> <ul style="list-style-type: none"> <li>a) Tabung Haji Balance Inquiry</li> <li>b) Tabung Haji Statement History</li> <li>c) Tabung Haji Fund Transfer</li> <li>d) Tabung Haji Favourite Accounts Maintenance</li> <li>e) Link your own / child Tabung Haji account with / from the Debit Card-i <b>(This service is temporarily disabled until further notice)</b></li> <li>f) Delink your own / child Tabung Haji account with / from the Debit Card-i <b>(This service is temporarily disabled at GO by Bank Islam until further notice)</b></li> <li>g) Hajj Registration (Self and for other people)</li> <li>h) View and Print/Share Hajj Registration Slip. <i>(Note: 'Share' Hajj Registration Slip is not available for IB)</i></li> </ul> <p>Services offered at Bank Islam ATM/CRM:</p> <ul style="list-style-type: none"> <li>a) Link your own/ child Tabung Haji account with your Debit Card-i</li> <li>b) Cash Withdrawal from your Tabung Haji account</li> <li>c) Tabung Haji Balance Inquiry</li> <li>d) Tabung Haji Fund Transfer</li> <li>e) Hajj Registration (Self)</li> </ul> <p>Services offered at Bank Islam CRM:</p> <ul style="list-style-type: none"> <li>a) Tabung Haji Balance Inquiry</li> <li>b) Cash Deposit to own/third party Tabung Haji Account</li> </ul>
3	What are the requirements to use Tabung Haji services via Internet Banking/ GO by Bank Islam/ ATM/ CRM?	<p>a) To use Tabung Haji services, you:</p> <ul style="list-style-type: none"> <li>i. Must be 18 years and above.</li> <li>ii. Must have an active Bank Islam current/ savings/ transactional account. (Not applicable to sole proprietor) and</li> <li>iii. Must have a Bank Islam Debit Card-i and</li> <li>iv. Must have an active individual Tabung Haji account.</li> </ul>

No	Question	Answer														
		b) Must link your Bank Islam Debit Card-i to your Tabung Haji account, including TH account of children aged below 18 years old under your custody. c) Maximum number of Tabung Haji accounts allowed to be linked is 8 accounts (including children account under your care).														
4	Can I link third party Tabung Haji account with my Bank Islam Debit Card-i?	No, it is not possible to perform linking to third party Tabung Haji account.														
5	Is there any service charge fee imposed on each TH transaction?	Yes. There are fees charged for certain transactions. Details are as follows: <table border="1" data-bbox="695 737 1425 1171"> <thead> <tr> <th>Services</th> <th>Charges (RM)</th> </tr> </thead> <tbody> <tr> <td>Cash withdrawal via ATM/CRM</td> <td>1.00</td> </tr> <tr> <td>Transfer via ATM/CRM/Internet Banking/GO by Bank Islam</td> <td>1.00</td> </tr> <tr> <td>Cash Deposit to Tabung Haji account via CRM</td> <td>1.00</td> </tr> <tr> <td>Balance Enquiry</td> <td>No Charge</td> </tr> <tr> <td>Linking of Tabung Haji to Debit Card-i</td> <td>No Charge</td> </tr> <tr> <td>Hajj Registration</td> <td>No Charge</td> </tr> </tbody> </table>	Services	Charges (RM)	Cash withdrawal via ATM/CRM	1.00	Transfer via ATM/CRM/Internet Banking/GO by Bank Islam	1.00	Cash Deposit to Tabung Haji account via CRM	1.00	Balance Enquiry	No Charge	Linking of Tabung Haji to Debit Card-i	No Charge	Hajj Registration	No Charge
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<b>Tabung Haji Services via ATM/CRM</b>																
1	How do I link my own Tabung Haji account with my Bank Islam Debit Card-i at Bank Islam ATM/CRM?	Just follow these steps: <ol style="list-style-type: none"> <li>Insert Bank Islam Debit Card-i</li> <li>Key-in the Debit Card-i PIN</li> <li>Select 'Tabung Haji'</li> <li>Select 'Link TH Acct-Own'</li> <li>Enter ID/IC Number</li> <li>Enter Tabung Haji Account Number</li> <li>Upon successful processing request, retrieve your Debit Card-i and Receipt</li> </ol>														
2	How do I link Tabung Haji Child Account with my Bank Islam Debit Card-i at Bank Islam ATM/CRM?	Just follow these steps: <ol style="list-style-type: none"> <li>Insert Bank Islam Debit Card-i</li> <li>Key-in the Debit Card-i PIN</li> <li>Select 'Tabung Haji'</li> <li>Select 'Link TH Acct-Child'</li> <li>Enter Tabung Haji Child Account Number</li> <li>Enter ID/IC Number</li> </ol>														

No	Question	Answer				
		g) Upon successful processing request, retrieve your Debit Card-i and Receipt				
3	Can I delink the Tabung Haji Account from Bank Islam Debit Card-i at Bank Islam ATM/CRM?	<p>No, you cannot delink the Tabung Haji Account from Bank Islam Debit Card-i at Bank Islam ATM/CRM. However, you can delink Tabung Haji Account from Bank Islam Debit Card-i at any Bank Islam's branch or Bank Islam Internet Banking. <b>This service is temporarily disabled at GO by Bank Islam until further notice.</b></p> <p>Note:</p> <ul style="list-style-type: none"> <li>a) Debit Card-i linked to TH Account with status Closed/Dormant/ Deceased/Conversion of Child Account will be auto delink at Tabung Haji system.</li> <li>b) You will not be able to view the auto-delinked TH account via ATM/CRM, Internet Banking &amp; GO by Bank Islam.</li> <li>c) All transfer/deposit to TH beneficiary account that falls under the above-mentioned categories/status will be rejected (including the recurring and future-dated transaction for Internet Banking &amp; GO by Bank Islam). TH account owner/heir has to visit TH branch for further action.</li> </ul>				
4	What is the daily transaction limit for transfer of Tabung Haji Own Account via Bank Islam ATM/CRM?	<table border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Tabung Haji to Tabung Haji Own Account</td> <td>RM10,000 per day</td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji Own Account	RM10,000 per day
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No	Question	Answer
6	How to perform Cash Withdrawal from Tabung Haji account via ATM/CRM?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select 'TABUNG HAJI' transaction</li> <li>Select 'CASH WITHDRAWAL' transaction</li> </ol> <p>Note: Daily cash withdrawal maximum limit is RM5,000.00</p>
7	How to perform fund transfer from Tabung Haji account via ATM/CRM?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select '<b>TABUNG HAJI</b>' transaction</li> <li>Select '<b>TRANSFER</b>' transaction</li> <li>Select transaction to be performed: <ol style="list-style-type: none"> <li>'<b>TRANSFER TO BANK ISLAM A/C</b>'</li> <li>'<b>TRANSFER TO TABUNG HAJI A/C</b>'</li> </ol> </li> </ol>
8	How to perform Tabung Haji account Balance Inquiry via ATM/CRM?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select '<b>TABUNG HAJI</b>' transaction</li> <li>Select '<b>BALANCE INQUIRY</b>'</li> <li>Select Tabung Haji Account for balance inquiry.</li> </ol>
9	How to perform Hajj Registration via ATM/CRM?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select '<b>TABUNG HAJI</b>' transaction</li> <li>Select '<b>HAJJ REGISTRATION</b>'</li> </ol>
10	How to perform cash deposit to Own / Third Party Tabung Haji account via CRM?	<p>Just follow these steps:</p> <p><u>Using Debit Card-i to Own Account</u></p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select '<b>TABUNG HAJI</b>' transaction</li> <li>Select '<b>OWN ACCOUNT CASH DEPOSIT</b>'</li> <li>Select Tabung Haji account number to be deposited</li> </ol> <p><u>Using Debit Card-i to Third Party Account</u></p> <ol style="list-style-type: none"> <li>Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input)</li> <li>Select '<b>TABUNG HAJI</b>' transaction</li> <li>Select '<b>OTHER ACCOUNT CASH DEPOSIT</b>'</li> <li>Enter beneficiary's Tabung Haji account number to be deposited</li> </ol> <p><u>Without Debit Card-i to Own / Third Party Tabung Haji account</u></p>

No	Question	Answer
		a) Select ' <b>TABUNG HAJI CASH DEPOSIT</b> ' transaction (after Language selection) b) Enter Tabung Haji account number to be deposited
11	How to Perform Tabung Haji account Balance Inquiry via CRM?	Just follow these steps: a) Insert BANK ISLAM DEBIT CARD-i (followed by Language selection and PIN number input) b) Select ' <b>TABUNG HAJI</b> ' transaction c) Select ' <b>BALANCE INQUIRY</b> ' d) Select Tabung Haji account number for balance inquiry
12	What should I do when the following error message " <i>Transaction rejected, TH profile not updated</i> " is displayed on the ATM/CRM screen?	Tabung Haji transaction is rejected / is not permitted because Your Tabung Haji account profile needs to be updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.
13	What should I do when the following error message is displayed on the SST receipt? <b>Response Code: AB108</b> <b>Reason: TRX NOT PERMIT</b>	Your transaction is not permitted by Tabung Haji as your Tabung Haji account profile has not been updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.
<b>Tabung Haji Services via Internet Banking</b>		
1	What type of Tabung Haji transfer that I can perform via Bank Islam Internet Banking?	You can perform the following Tabung Haji transfers in Bank Islam Internet Banking: a) Bank Islam Account to Own Tabung Haji Account b) Bank Islam Account to Third Party Tabung Haji Account c) Tabung Haji Account to Own Bank Islam Account d) Tabung Haji Account to Third Party Bank Islam Account <b>(This service is temporarily disabled until further notice)</b> e) Tabung Haji Account to Own Tabung Haji Account f) Tabung Haji Account to Third Party Tabung Haji Account
2	How can I perform Tabung Haji Funds Transfer via Bank Islam Internet Banking?	Just follow these steps: a) Login to Bank Islam Internet Banking b) Click Funds Transfer c) Select Tabung Haji d) Select Transfer Type from dropdown list e) Select From Account from dropdown list f) Enter Transfer Amount g) Charges Amount will be display h) Effective Date is defaulted to Today i) Select Recipient Type: i. If Recipient Type = Open Recipient, • Enter Recipient Account

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		<ul style="list-style-type: none"> <li>ii. If Recipient Type = Favorite Recipient, <ul style="list-style-type: none"> <li>• Select Recipient from dropdown list</li> </ul> </li> <li>j) Enter Recipient Reference</li> <li>k) Click Transfer to proceed to next page</li> <li>l) Verify Transfer Details</li> <li>m) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>n) Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ul>
3	How can I view my Tabung Haji account balance in Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Click My Accounts</li> <li>c) Select Tabung Haji</li> <li>d) Summary of your Tabung Haji Account will be displayed on the screen</li> <li>e) Click Account Number to view Tabung Haji Account details and current balance.</li> </ul>
4	How can I view my Tabung Haji Statement History in Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Click My Accounts</li> <li>c) Select Tabung Haji</li> <li>d) Summary of your Tabung Haji Accounts will be displayed on the screen</li> <li>e) Click Account Number to view Tabung Haji Account details and current balance</li> <li>f) Select preferred Statement Date</li> <li>g) Click Submit to submit your request for processing</li> <li>h) Details of your Tabung Haji Statement History will be displayed on the screen.</li> </ul>
5	Can I view my child's Tabung Haji account in Bank Islam Internet Banking?	Yes, you may view your child's Tabung Haji account via Internet Banking, ATM/CRM or over the counter (OTC) at any Bank Islam branches after you linked the account.
6	How long will my Tabung Haji statement history be available for viewing via Bank Islam Internet Banking?	Tabung Haji Statement History will be available via Bank Islam Internet Banking for viewing and retrieval up to a maximum period of 3 months.
7	Can I set future date or recurring transfer for Tabung Haji transaction?	Yes, you can set future date or recurring transfer for Tabung Haji transaction.

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8	What is the daily transaction limit for Own Account Tabung Haji Transfer via Bank Islam Internet Banking?	<table border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Tabung Haji to Tabung Haji Own Account</td> <td>RM5,000 per day</td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji Own Account	RM5,000 per day				
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10	What if I need to transact more than the Bank Islam Internet Banking daily maximum transaction limit?	You may transact via over the counter at any Bank Islam branch.								
11	How can I perform Tabung Haji Favourite Accounts Maintenance via Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Login to Bank Islam Internet Banking</li> <li>Click Funds Transfer</li> <li>Select Maintenance</li> <li>Select Favourite Accounts</li> <li>Select Fund Transfer Type = Tabung Haji from dropdown list</li> <li>Click Submit to proceed to next page.</li> <li>Summary of your Favourite Tabung Haji Accounts will be displayed.</li> <li>Select Maintenance Type: <ol style="list-style-type: none"> <li>If Maintenance Type = Add, <ul style="list-style-type: none"> <li>Click Add to proceed to next page</li> <li>Enter Nickname</li> <li>Enter TH Account Number</li> <li>Click Add to proceed to next page</li> </ul> </li> <li>If Maintenance Type = Edit, <ul style="list-style-type: none"> <li>Select your preferred Favourite Tabung Haji Accounts</li> </ul> </li> </ol> </li> </ol>								

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		<ul style="list-style-type: none"> <li>• Click Edit to proceed to next page.</li> <li>• Details of your Favourite Accounts will be displayed.</li> <li>• Enter Nickname</li> <li>• Enter TH Account Number</li> <li>• Click Edit to proceed to next page</li> </ul> <p>iii. If Maintenance Type = View/Delete,</p> <ul style="list-style-type: none"> <li>• Select your preferred Favourite Tabung Haji Accounts.</li> <li>• Click View / Delete to view your Favourite Accounts details.</li> <li>• Details of your Favourite Tabung Haji Accounts will be displayed.</li> <li>• Click Delete to proceed to next page.</li> </ul> <p>i) Verify Favourite Account Details.</p> <p>j) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</p> <p>k) Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</p>
12	<p>How can I link my Tabung Haji account via Bank Islam Internet Banking?</p> <p><b>(This service is temporarily disabled until further notice)</b></p>	<p>You must first link your Tabung Haji account. Just follow these steps:</p> <ol style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Click My Accounts</li> <li>c) Select Tabung Haji</li> <li>d) Click <b>Add</b> Button</li> <li>e) Select /Debit Card-i No from dropdown list</li> <li>f) Enter TH Account Number and click submit</li> <li>g) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>h) Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ol>
13	<p>How can I delink a Tabung Haji account via Bank Islam Internet Banking?</p>	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Click My Accounts</li> <li>c) Select Tabung Haji</li> <li>d) Select your preferred TH Account</li> <li>e) Click De-Link to proceed to next page</li> </ol>



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		<ul style="list-style-type: none"> <li>f) Details of your Account De-Link will be display</li> <li>g) Verify the Details</li> <li>h) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>i) Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ul>
14	How can I perform self-Hajj Registration using Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Select Settings</li> <li>c) Select Hajj Registration</li> <li>d) Read and accept the Terms and Conditions by clicking on checkbox</li> <li>e) Click Proceed with Registration button</li> <li>f) Verify Tabung Haji Account Details</li> <li>g) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>h) Once completed, you will be directed to the acknowledgement page that confirm the status of your request.</li> </ul> <p>Note: It is advisable that you print your Hajj Registration Slip at the Acknowledgement screen.</p>
15	Can I perform Hajj Registration for myself and my family members/friends using Bank Islam Internet Banking?	<p>Yes, you can perform the registration by following these steps:</p> <ul style="list-style-type: none"> <li>a) Login to Bank Islam Internet Banking</li> <li>b) Select Settings</li> <li>c) Select Hajj Registration</li> <li>d) Select Add button</li> <li>e) Enter Tabung Haji Account Number and ID Number</li> <li>f) Select Add button to proceed to next page</li> <li>g) Read and accept Terms and Condition and Click 'Proceed with Registration' button</li> <li>h) Click Proceed with Registration button</li> <li>i) Verify Tabung Haji Account Detail</li> <li>j) Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> </ul>

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16	How many persons can I submit together for Hajj Registration?	You can register up to ten (10) persons at the same time.
17	How can I check my Hajj registration status via Bank Islam Internet Banking?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Login to Bank Islam Internet Banking</li> <li>Select Settings</li> <li>Select Hajj Registration</li> <li>Details of your Hajj registration status will be displayed.</li> </ol>
18	How do I print Hajj Registration Slip?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Login to Bank Islam Internet Banking</li> <li>Select Settings</li> <li>Select Hajj Registration</li> <li>Details of your Hajj registration status will be displayed</li> <li>Click Print Hajj Registration Slip button.</li> </ol>
19	<p>What should I do when the following error message is displayed on the IB screen?</p> <p><b>[E5800H9016] - Sorry your TH Profile needs to be updated. Please contact TH Contact Center at 03-6207 1919 before you can perform this transaction.</b></p>	<p>Tabung Haji transaction is rejected / is not permitted because Your Tabung Haji account profile needs to be updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.</p>
<b>Tabung Haji Services via GO by Bank Islam</b>		
1	How to perform self-Hajj Registration using GO by Bank Islam?	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>Login to GO by Bank Islam</li> <li>Select Quick Menu (3 lines floating menu)</li> <li>Select Settings</li> <li>Select Tabung Haji</li> <li>Select Hajj Registration</li> <li>Verify own account details, read and agree to the T&amp;C and select Proceed.</li> <li>Select Confirm and Approve</li> <li>Select View Hajj Slip to display Hajj Registration details</li> </ol> <p>Note: You can also share the Hajj Registration Slip using the function available at Acknowledgement screen.</p>

No	Question	Answer
2	<p>Can I perform Hajj Registration for myself together with my family members/friends via GO by Bank Islam?</p>	<p>Just follow these steps:</p> <ol style="list-style-type: none"> <li>a) Login to GO by Bank Islam</li> <li>b) Select Quick Menu (3 lines floating menu)</li> <li>c) Select Settings</li> <li>d) Select Tabung Haji</li> <li>e) Select Hajj Registration</li> <li>f) Verify own account details, read and agree to the T&amp;C and select Add (Group Registration) button</li> <li>g) Key in 3rd Party Tabung Haji account and ID number</li> <li>h) Select Proceed</li> <li>i) Select Add button and repeat step 7 and 8 (<i>to add in more people</i>)</li> <li>j) Verify all information then select Confirm and then Approve</li> <li>k) Select View Hajj Slip to display all Hajj Registration details</li> </ol> <p>Note: You can also share the Hajj Registration Slip using the function available at Acknowledgement screen.</p>
3	<p>How can I link my Tabung Haji account using GO by Bank Islam?</p> <p><b>(This service is temporarily disabled until further notice)</b></p>	<p>You must first link your Tabung Haji account. Just follow these steps:</p> <ol style="list-style-type: none"> <li>a) To link Own Account: <ol style="list-style-type: none"> <li>i. Login to GO by Bank Islam</li> <li>ii. Select Tabung Haji</li> <li>iii. Select Link Now</li> <li>iv. Choose Tabung Haji Linking and Link Now</li> <li>v. Verify ID Number &amp; Debit Card-i Number</li> <li>vi. Key in Tabung Haji Account Number and tap Continue</li> <li>vii. Verify information and select Confirm</li> <li>viii. Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>ix. Status of your authorization will be reflected at GO by Bank Islam mobile application.</li> <li>x. Details of your own Tabung Haji linking status will be displayed.</li> </ol> </li> <li>b) To link Child Account: <ol style="list-style-type: none"> <li>i. Select Link Child Account</li> <li>ii. Verify ID Number &amp; Debit Card-i Number</li> <li>iii. Key in Child's Tabung Haji Account Number and tap Continue</li> <li>iv. Verify information and select Confirm</li> </ol> </li> </ol>

No	Question	Answer								
		<ul style="list-style-type: none"> <li>v. Authorise your transaction via GO Secure. Refer to <a href="https://www.bankislam.com/personal-banking/services/go-secure/">https://www.bankislam.com/personal-banking/services/go-secure/</a> for more information on GO Secure.</li> <li>vi. Status of your authorization will be reflected at GO by Bank Islam mobile application.</li> <li>vii. Details of your child Tabung Haji linking status will be displayed</li> </ul>								
4	<p>How can I delink a Tabung Haji account that is currently linked to the GO by Bank Islam?</p> <p><b>(This service is temporarily disabled until further notice)</b></p>	<p>Just follow these steps:</p> <ul style="list-style-type: none"> <li>a) Login to GO by Bank Islam</li> <li>b) Select Quick Menu (3 lines floating menu)</li> <li>c) Select Settings</li> <li>d) Select Tabung Haji</li> <li>e) Select Tabung Haji Linking</li> <li>f) Swipe to delete the Account that wants to be delinked</li> <li>g) Select Yes to proceed</li> <li>h) Verify information and select Approve</li> </ul> <p>Notes: Own account can only be delinked once Child account is delinked first.</p>								
5	What is the daily transaction limit for Own Account Tabung Haji Transfer via GO by Bank Islam?	<table border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Tabung Haji to Tabung Haji</td> <td>RM5,000 per day</td> </tr> <tr> <td>Own Account</td> <td></td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Tabung Haji to Tabung Haji	RM5,000 per day	Own Account			
Type of Transaction	Daily Transaction Limit									
Tabung Haji to Tabung Haji	RM5,000 per day									
Own Account										
6	What is the daily transaction limit for 3 <sup>rd</sup> Party Account Tabung Haji Transfer via GO by Bank Islam?	<table border="1"> <thead> <tr> <th>Type of Transaction</th> <th>Daily Transaction Limit</th> </tr> </thead> <tbody> <tr> <td>Bank Islam to Tabung Haji Own Account</td> <td rowspan="5">RM5,000 per day</td> </tr> <tr> <td>Tabung Haji to Bank Islam Own Account</td> </tr> <tr> <td>Bank Islam to 3rd Party Account within Tabung Haji</td> </tr> <tr> <td>Tabung Haji to 3rd Party Account within Bank Islam <b>(This service temporarily disabled until further notice)</b></td> </tr> <tr> <td>Tabung Haji to 3rd Party Account within Tabung Haji</td> </tr> </tbody> </table>	Type of Transaction	Daily Transaction Limit	Bank Islam to Tabung Haji Own Account	RM5,000 per day	Tabung Haji to Bank Islam Own Account	Bank Islam to 3rd Party Account within Tabung Haji	Tabung Haji to 3rd Party Account within Bank Islam <b>(This service temporarily disabled until further notice)</b>	Tabung Haji to 3rd Party Account within Tabung Haji
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Tabung Haji to 3rd Party Account within Bank Islam <b>(This service temporarily disabled until further notice)</b>										
Tabung Haji to 3rd Party Account within Tabung Haji										
7	How can I perform Tabung Haji transfer via GO by Bank Islam?	<p>Just follow these steps:</p> <ul style="list-style-type: none"> <li>a) From Bank Islam to Tabung Haji account: <ul style="list-style-type: none"> <li>i. Login to GO by Bank Islam</li> <li>ii. Select Transfer Menu</li> <li>iii. Select Tabung Haji</li> <li>iv. Select Bank Islam to Own Tabung Haji account</li> </ul> </li> </ul>								

No	Question	Answer
		<ul style="list-style-type: none"> <li>v. Select From Account and To Account</li> <li>vi. Key in Amount and Information, then select Continue</li> <li>vii. Verify details and select Confirm to proceed</li> <li>viii. Select Approve upon verifying information.</li> </ul> b) From Tabung Haji to Bank Islam account: <ul style="list-style-type: none"> <li>i. Login to GO by Bank Islam</li> <li>ii. Select Transfer Menu</li> <li>iii. Select Tabung Haji</li> <li>iv. Select Tabung Haji to Own Bank Islam account</li> <li>v. Select From Account and To Account</li> <li>vi. Key in Amount and Information, then select Continue</li> <li>vii. Verify details and select Confirm to proceed</li> <li>viii. Select Approve upon verifying information.</li> </ul>
8	How can I view my Tabung Haji account balance and history in GO by Bank Islam.	Just follow these steps: <ul style="list-style-type: none"> <li>a) Login to GO by Bank Islam</li> <li>b) Select Tabung Haji</li> <li>c) Select own or child account number to view the account details and current balance</li> <li>d) Select Account History and tap Statement Date, enter required date and view</li> <li>e) Proceed to Download</li> </ul>
9	How can I view my Tabung Haji Mobile Transaction History in GO by Bank Islam?	Just follow these steps: <ul style="list-style-type: none"> <li>a) Login to GO by Bank Islam</li> <li>b) Select Quick Menu (3 lines floating menu)</li> <li>c) Select Mobile Transaction History</li> <li>d) Select own or child account number to view the Mobile Transaction History</li> <li>e) Proceed to Download</li> </ul>
10	How can I perform Tabung Haji Favourite Accounts Maintenance via GO by Bank Islam?	Just follow these steps: <ul style="list-style-type: none"> <li>a) Login to GO by Bank Islam;</li> <li>b) Select Quick Menu (3 lines floating menu)</li> <li>c) Select Settings</li> <li>d) Select Favourite Maintenance</li> <li>e) Select Transfer and Tabung Haji</li> <li>f) Select Add New, enter name and recipient account number and continue</li> <li>g) Verify the details, click Confirm and Approve</li> </ul>

No	Question	Answer
11	<p>What should I do when the following error message is displayed on the GO?</p> <p><b>[E5800H9016] - Sorry your TH Profile needs to be updated. Please contact TH Contact Center at 03-6207 1919 before you can perform this transaction.</b></p>	<p>Tabung Haji transaction is rejected / is not permitted because Your Tabung Haji account profile needs to be updated. Please contact Tabung Haji Contact Centre: 03-6207 1919 or visit any Tabung Haji Branch to update your profile.</p>