

Product Disclosure Sheet of PGPay

1. What is the Product about?

PGPay is a white label e-wallet partner of ManagePay Services Sdn Bhd (Company No.: 200001014035 (516641-W)) (“MPay”), wherein PGPay has entered into an arrangement with MPay to offer white labelling e-wallet service to our users under the brand name of “PGPay” while the ultimate responsibility and liabilities remain with MPay in managing the e-money funds and operations.

PGPay gives you a hassle-free experience of managing your money at your fingertips, wherein you can register and activate an e-wallet account with PGPay (“PGPay E-Wallet”) by downloading, installing and using the mobile application (“PGPay App”) online on your devices, anytime and anywhere. While the PGPay E-Wallet may bear the design and livery of PGPay, the e-wallet functionalities, backbone infrastructure and any other e-wallet regulated activities are ultimately carried out and managed by MPay.

Upon activation of your PGPay E-Wallet and reload funds into the same, you can immediately send and receive money by keying in your intended beneficiary’s PGPay E-Wallet details/mobile number, transfer funds to his/her/your bank account, make online and in-store purchase, pay bills, top up your mobile prepaid credit and any other services, features or functionalities which may be made available by us from time to time.

2. What are the services provided by PGPay?

You can enjoy the following services (“Services”) provided there are sufficient funds in your PGPay E-Wallet: -

Services	Description
Fund Transfer	You can to transfer fund to or receive fund from other PGPay’s user(s) (“User”) or withdraw fund to a designated account with a licensed onshore bank in Malaysia either to your own or to any third party by entering the beneficiary’s PGPay E-Wallet details or registered phone number or any other transfer methods which may be made available us from time to time.
Various Channel to Add Money to your PGPay E-Wallet	You can add money to your PGPay E-Wallet via Financial Process Exchange (“FPX”).
Bill Payment	You can pay bills to the providers which have been or may be made available on PGPay App from time to time by entering your 6-digital security pin.
Merchant Payment	You can make online or in-store purchases with different merchants which has been or may be made available from time to time on PGPay App by entering your 6-digital security pin and presenting the Mobile One Time Password (“MOTP”) or QR code.
Mobile Top Up	You can top up for mobile prepaid number by entering your 6-digital security pin.

3. What are the features of PGPay?

Features	Description
Currency	The lawful currency of Malaysia, which is known as “Ringgit Malaysia” or “RM”.
Wallet Limit	RM 10,000.00
Daily Transaction Limit	RM 10,000.00

4. What are the fees and charges I have to pay?

Type of Fees & Charges	Description						
Joining Fee	No charges						
Maintenance Fee	RM 6.00 per annum						
Fund Transfer - PGPay E-wallet to PGPay E-wallet - PGPay E-wallet to bank account	No charges						
QR Pay	No charges						
Balance Transfer Fee	<table border="1"> <thead> <tr> <th>Fund Transfer</th> <th>Per Transaction</th> </tr> </thead> <tbody> <tr> <td>Wallet to Wallet</td> <td>No charges</td> </tr> <tr> <td>To User Own CASA</td> <td>RM0.50</td> </tr> </tbody> </table>	Fund Transfer	Per Transaction	Wallet to Wallet	No charges	To User Own CASA	RM0.50
	Fund Transfer	Per Transaction					
	Wallet to Wallet	No charges					
To User Own CASA	RM0.50						
Balance Enquiry Fee	No charges						
Credit Balance Refund via Online only	No charges						
Closing Account	No charges						
Reload PGPay e-wallet	<table border="1"> <thead> <tr> <th>Reload Charges</th> <th>Per Transaction</th> </tr> </thead> <tbody> <tr> <td>FPX</td> <td>RM1.00</td> </tr> </tbody> </table>	Reload Charges	Per Transaction	FPX	RM1.00		
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FPX	RM1.00						

5. How can I register for PGPay?

No physical documents are required for registration. All you need to do is to download the PGMall App, register a PGPay E-Wallet and perform e-KYC as requested to determine your eligibility.

6. What are my obligations?

- You must be a minimum of 18 years old. If you are 12 years old and above but below 18 years old, you shall ensure that the consent of your parents or legal guardian is obtained before registering a PGPay E-Wallet with us.
- You must own a Malaysia-registered mobile phone number and a mailing address in Malaysia. Additional supporting documents that give details of your addresses and/or existing bank account are preferred.
- No proof of income is required.
- You shall keep the username and the 6-digit security pin totally confidential and not reveal them to any third parties, and shall not allow any third parties to use your PGPay E-Wallet or the device(s) which you usually use to access your PGPay E-Wallet or leave the Devices unattended while using the Services.
- You shall take all reasonable precautions to prevent loss or theft of your PGPay E-wallet details, including but not limited to your username, 6-digit security pin, MOTP, or QR code. You shall notify us by telephone, fax or email immediately upon discovery of loss or theft and confirm the same in writing to our Customer Service Department (as defined hereinafter) together with a copy of your police report.

7. What if I fail to fulfil my obligations?

We reserve the right to terminate your PGPay E-Wallet and refuse any and all current or future access and/or use of the PGPay App and / or the Services if you fail to fulfil your obligation or the general terms and conditions of PGPay E-wallet which can be found at <https://www.pgpay.my/>.

8. What are the major risks you need to be aware of?

You shall notify us immediately upon discovering that your PGPay E-Wallet or your 6-digit security pin or any codes, usernames and passwords have been compromised, or if you suspect that an unauthorised transaction has been conducted on your PGPay E-Wallet for us to lock it.

9. What do I need to do if there are changes to my contact details?

You are required to update your latest and correct information via the PGMall App. If you need to change your contact details and are unable to do it on the PGMall App, you may contact our Customer Service Department.

10. What happens if MPay fails?

All the funds received by PGPay from its Users are held in a trust account managed by a trust company ("**Trust Account**") appointed by MPay.

In the event that MPay voluntarily decides to exit in carrying out its business operations as an issuer, MPay shall make necessary arrangement to facilitate handover or takeover of its issuing operations by another company ("**New Issuer**") which is acceptable to and

to be approved by Bank Negara Malaysia (“BNM”), in an orderly manner subject to a minimum three (3) months prior notice to the Users or such other period as may be agreed by BNM.

The New Issuer shall continue to honour the obligations including the terms and conditions stipulated in the existing terms and conditions as set-out in the MPay Product Documentation. No material changes or variation shall be made to any part of the MPay Product Documentation and/or Product Disclosure Sheet until the Users have decided to cease using the accounts or the New Issuer has notified the Users on the change of these accounts to a new e-money facility (online wallet) offered by the New Issuer.

Until a new Trust Account is set up by the New Issuer, all funds held in the existing Trust Account established and maintained with the licensed financial institution(s) shall remain unchanged.

Notwithstanding, should MPay unable to find a New Issuer acceptable to BNM to handover or takeover of its issuing operation, MPay shall cease accepting new applications from the Users, will continue to manage its issuing operations until all its Users have decided to cease using the account before MPay can cease operation.

11. Where can I get further information or make a complaint or dispute?

Kindly refer to our Customer Services Department below for any further information or make any complaints or disputes: -

PG Pay Solution Sdn. Bhd.

Address Menara Public Gold,
 No. 249, Jalan Tun Razak,
 50400 Kuala Lumpur
Tel +603 2733 3916
Website <https://www.pgpay.my/>
Email enquiry@pgpay.my

If we are not able to resolve your disputes or complaints or the reply to your disputes or complaints is not satisfactory to you, you may contact MPay, the contacting details shall be as follows: -

ManagePay Service Sdn Bhd

Address Wisma MPSB
 Lot 113, Jalan USJ 21/10
 473630 Subang Jaya,
 Selangor, Malaysia
Tel 1700-81-6729 [MPAY]
 +65 6550 6729 [Singapore]
 +603 8023 1880 [International]
Website <https://info.mpay.my/>
Email callcentre@mapy.my

Disclaimer:

The information provided in this Product Disclosure Sheet is correct at the time of printing.

The information is valid as of August 2022.

Service provider:

