

Frequently Asked Questions



1. Who is ALIFPAY?

We are Fintech company who providing e-Wallet services powered by MPAY and licensed by Bank Negara.

Located at:

Alif Pay Group Sdn Bhd
Block A, A-11-2
Jalan Selaman 1/1
Dataran Palma
68000 Ampang, Selangor

2. What is the ALIFPAY?

- a. Alifpay e-Wallet is the latest Electronic Wallet (e-Wallet) that holds Electronic Money (e-money) in Malaysia.
- b. Alifpay e-Wallet is a unique cashless system with complete Eco-System with Cashback and Group cashback
- c. Convenient, Safer, Faster and User-Friendly System with other benefit.
- d. The apps are available in Play Store. You can down load for free.

3. What can I do with my ALIFPAY e-Wallet?

Alifpay e-Wallet is the cashless system like any other e-Wallet in the market but with unique and attractive features. Alifpay users can do transactions to Reload Mobile Prepaid, Pay Utility Bills, Pay at Merchant Area, Pay at Market Place. For every single transaction user will enjoy Cashback and Group Cash Back.

4. What will happen to my account if I am not an active user?

- Once activated your account remains there till you terminate the account. Only active users will enjoy the benefits.
- Our objective is Turn the Spending into Income.

Please contact your Introducer to understand the benefit offered by Alifpay.
If you got no referral, please contact us via WhatsApp to customer support at **+6011 5900 8821**.

5. Why I can't download / install ALIFPAY e-Wallet App?

Please provide the following details/document to facilitate investigation. WhatsApp to the details to **customer support at +6011 5900 8821**.

- Screenshot of error message (if any)
- Contact number
- Phone model
- App version
- Android / iOS version or iPhone version

6. Are there any fees that I need to pay to use the ALIFPAY e-Wallet?

We have different packages. Everyone can download apps for free and enjoy cashback. There are no any fees imposed but if you interested to enjoy more benefits then Cashback then you require to make 1-time payment for the system.

For more details please contact your Introducer. If you got no introducer, please contact customer support at **+6011 5900 8821**.

7. How can I view or download my transaction history?

You can search and view your recent transactions as per below:

Step 1: Click at "Transaction history".

Step 2: Filter by date range or transaction type

Step 3: Click at "Email" to download transaction history

8. Can I transfer my money to another app ALIFPAY users via the ALIFPAY?

Yes, you can by clicking the “Transfer” icon on the home-screen after completed Account Verification Process (KYC).

9. What to be done If sent money to the wrong beneficiary?

- If you accidentally transfer money to the wrong beneficiary, Alifpay not able to make any adjustment because this transaction is deemed as valid. We suggest you to make own arrangement with the wrong receiver.
- However, if you have wrongly transfer because of outdated mobile or mobile no has been recycled to the new owner, we will try to assist you. It will take long process to be done provided complete documents submitted.
- Original ID copy front and back (crossed "for Alifpay use only")
- Copy of mobile statement (transaction history) with name and mobile no
- Please note that refund is subject to consent from wrong beneficiary and any remaining wallet balance.

10. Why I can't send or receive money to/from ALIFPAY e-Wallet user?

1. Please ensure that you need to fulfil below requirement for P2P transfer:
 - You must complete account verification (KYC)
 - Amount to send/receive must not reach your wallet limit.
 - Please check the receiver's mobile no. or e-Wallet account is still active
2. If you meet the above but encountered transfer failed error, please do the following troubleshooting
 - Uninstall and re-install Alifpay e-Wallet App
 - Update app to the latest version
 - Clear Cache/Data/Storage if possible for your device
3. If you are still unable to send or receive money, please contact Customer Service further assistance.

Please provide the following details/document to facilitate investigation.

- Screenshot of error message (if any) Phone model
- App version
- Android / iOS version

11. Can I log in my ALIFPAY e-Wallet account using another device?

Yes, you can. You will be sent OTP to your email before log in to another device

12. Can I create a dual app or duplicate the ALIFPAY e-Wallet app on my device?

For safety and security reasons, dual apps are not supported.

13. What are the features ALIFPAY e-Wallet has?

Alifpay offers many attractive features that make your life more convenient:

- Transfer money to other Alifpay e-Wallet users
- Top up your mobile prepaid
- Pay for your utilities and mobile post-paid bills
- QR code payment at participating Alifpay e-Wallet merchants
- Dynamic QR code payment at participating Alifpay e-Wallet merchants
 - Cashback
 - Group CashBack
 - Pool sharing
 - Merchant Royalty
 - Many other bonus

14. What is the Wallet size for ALIFPAY the types of e-Wallet size?

Any at one time Alifpay e-Wallet size will be RM 10,000.00

15. Why is my wallet balance not updated even after my bank account has been deducted?

In the event an amount is deducted from your debit card/credit card or bank account and your Alifpay e-Wallet balance is not duly updated, please submit a request to us with the details below for further assistance at customer support team at **+6011 5900 8821**

- Phone number registered with Alifpay
- Transaction Code
- Date & Time of transaction
- Cash-in method (i.e., online banking/card)
- Bank transfer receipt / Statement receipt screenshot

16. How do I know who is ALIFPAY Merchant?

Alifpay Apps will show you our Merchants in 10km Radius.
Please login to Alifpay and click on Merchant area.