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Media Release

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E-PAYMENTS TO REFUND WATER SUPPLY DEPOSITS IN PENANG FROM 1st JANUARY 2022

- **A safer, more timely and convenient SOP for Penang water consumers to receive water supply deposit refunds.**
- **Consumers need only present copies of their NRIC and bank statement to enable electronic fund transfer (EFT) refunds.**

PENANG, Monday, 27.12.2021: From 1st January 2022, Perbadanan Bekalan Air Pulau Pinang Sdn Bhd (PBAPP) will refund water supply deposits to the majority of water consumers in Penang via “electronic fund transfer” (EFT).

Refund cheques will be issued under special circumstances, such as for senior citizens with no bank account registered to their names.

The common reasons for water supply deposit refunds are disconnection of service (upon customer's request) and a change in the registration of water consumers (as related to property sales and purchase transactions).

Since 1999, PBAPP's standard operating procedure (SOP) is to pay water supply deposit refunds by issuing cheques which are sent by mail to water consumers. From 1st January 2022, PBAPP will bank-in refunds online, directly into the bank accounts of water consumers.

This new EFT procedure is being implemented for the benefit of Penang water consumers with the following 3 key considerations in mind:

1. **Safety:** EFTs involve less physical movements, and hence, less lower risk for consumers in both pandemic and post-pandemic scenarios.

Please note that every EFT will be duly recorded in PBAPP's e-banking account as well as consumers' banking statements or bank books.

2. **Timeliness:** Following approval procedures, EFTs may be carried out immediately. Consumers "save time" by not having to wait for a refund cheque to arrive by mail.
3. **Convenience:** Consumers need no longer visit a banking outlet to bank-in a cheque for a water supply deposit refund. Through EFT, the payment is directly deposited into their bank account.

Consumers need only present a copy of their national registration identity card (NRIC) and a copy of their bank statement header/bank book cover page at a PBAPP customer service centre for us to enable EFT payment.

Nevertheless, PBAPP will also be flexible in making refund payments by cheque for "special cases". Such cases will be given due consideration, such as refunds to senior citizens who may not have a bank account registered to their names.

Kindly note that PBAPP's EFT payment is a safer, more timely and convenient SOP for refunding water supply deposits in Penang. It is the latest measure in our "friendly, caring and responsive" customer care charter.

Water consumers who need advice and/or further clarifications may contact our **24-Hour Call Centre (tel. no. 04 255 8 255)**.

Thank You.

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