



DIGITAL HANDBOOK



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Beéng náí? Honó mosóla nai!

TNG eWallet loi, tuáñr thiañ ré rosómi beéng or zorurot sára asán ar héfazot sáñte sóoñlo. Tuáñr thiañ ré héfazot rakóo, nogot thiañ zámilartú basoó, ar tuáñr ekoun féri toiyargoróo—tesára paáthir dúkar sinta náí.

Ecúida gin or mozamaro:

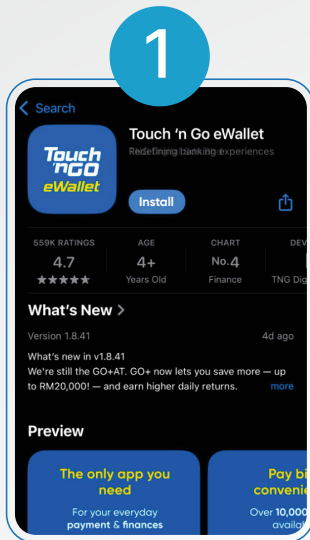
- Macé macé lenden or hót:
 - ◎ Aibode (Gólibode Thiañ): RM5,000 foiijonto
 - ◎ Zaibode (Nelibode Thiañ): RM5,000 foiijonto
- RM5,000 thiañ fóijjonto férotdiyar geránthi *corótdia asé
- Goríba de fotti lenden ót GOrewards puain ókkol hamo
- TNG eWallet Visa kaádh loi tuáñr eWallet bélens óttu keic tihaiñ nelo
- Malaysia'r zehonó beéng óttu thiañ faldai doó ar anó
- Thoul hóros oré RFID loi asán draib or mozamaro
- Malaysia'r zehonó telko hédmot-douyattú kridhith kaádh top-áp goro
- Tuáñr bil asán or sáñte do

Yiadgoráidiya!

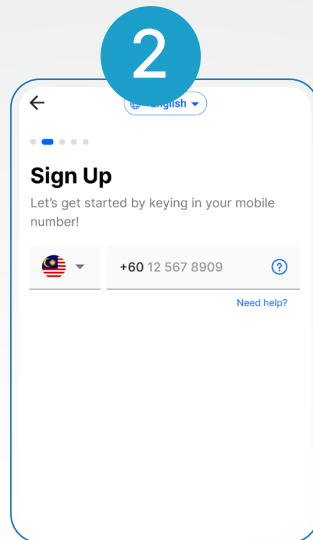
- Kiyóre thiañ aníbólla yá foñósaibólla tuáñr ekoun estemal góitto noiddo. Yian gair kaanuni ar 'thiañ loi dúka' dítfare.
- Bagi yá gair kaanuni ham ókkol or modot ólla zehonó dec ót thiañ nofoñósaio.
- Oinno ekzon ólla ekoun kúli nodiyo.

2.1 TNG eWallet ólla Rejistargorí Fakkagorár Torika

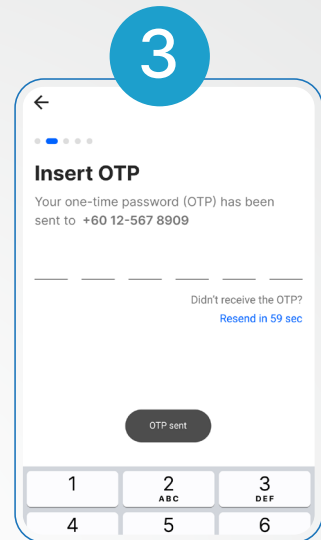
UNHCR ID loi TNG eWallet ólla hondillagorí rejistar goríba?



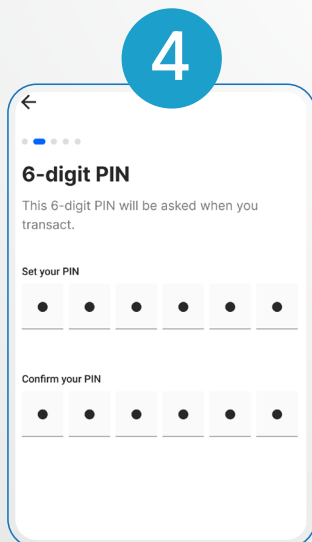
App Store yá Play Store óttu TNG eWallet app insthólgoro



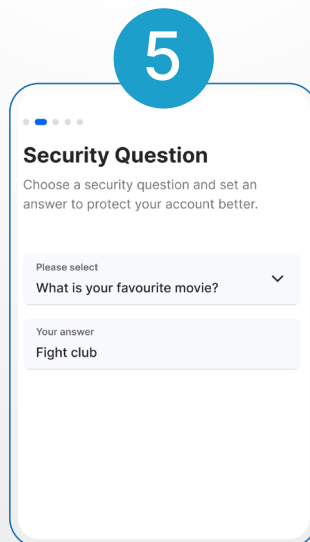
Tuáñr Malaysia'r mobail nombór gólai lekóo



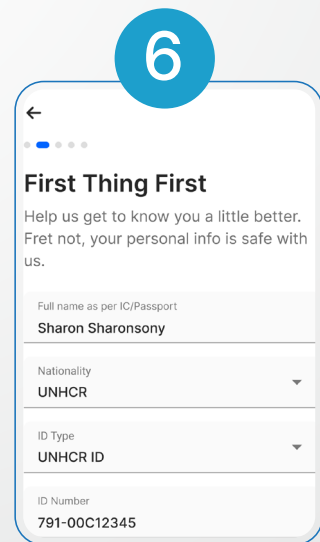
SMS loi faiba de OTP gólai lekóo



Tuáñr ekoun héfazot goríbólla 6-digith PIN toiyargoró ar cíar nogóijjo!



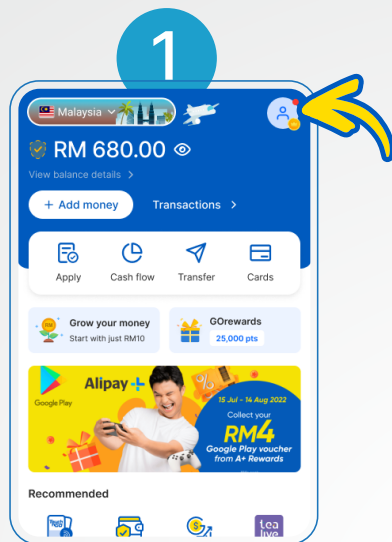
Tuáñr héfazot or súwal arde juwab basóo



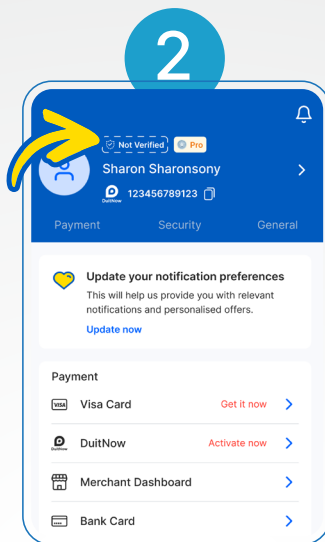
Tuáñr asól nizor maalumat tuáñr UNHCR ID loi Hámaká milaforibo!

TNG eWallet ót estekbal gorazar! Ehón tuáñrtú tuáñr ekoun sóiyi né cekgorá gan mukommol goróon zoruri. Aiyó zai!

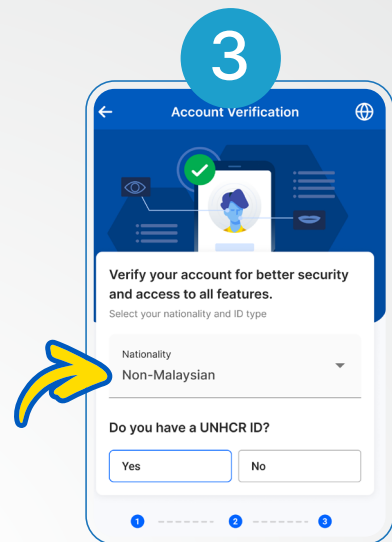
Tuñí cúrugoríbar age, tuáñrtú ekkán (homot 6 mac or miyat loi) UNHCR ID Kaádh yátoba UNHCR or Ciñcí asé de yían fakkagoró



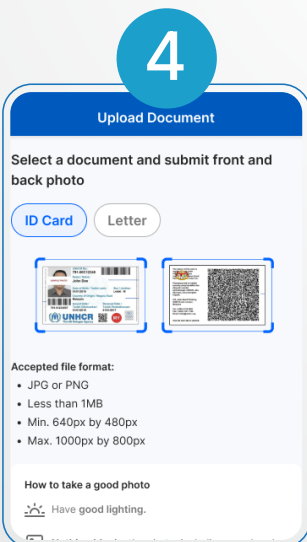
Tuáñr profail or uore sab do. Ehón tuñí ekoun nombór uggwá faiba! Eba beéng ekoun nombór loi ekdoilla.



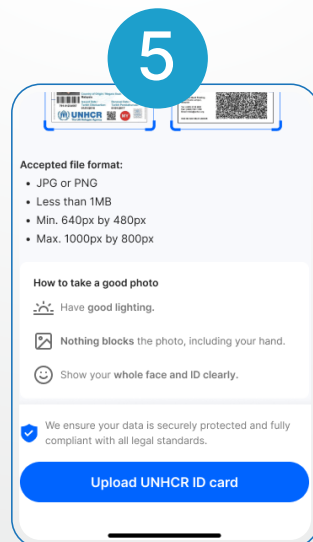
"Sóiyiné Cekgorá Náo" hoode yían ót sab do ar yíar baade sabdo "Ekoun Sóiyiné Cekgoro"



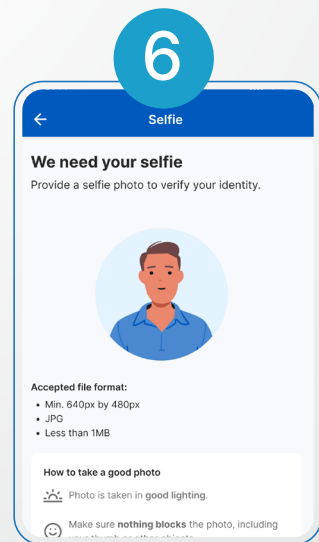
"Non-Malaysian" uggwá basí díbar yagín ói lo ar UNHCR ID dóri táikko yagín ói lo



Tuáñr dikumén hondilla basó (ID Kaádh yá Cíñcí)



"ID'r Fothú Ápludh" yá "Cíñcí Ápludh" or uore sabdo, baade sabdo "Zomado"



Tuáñr UNHCR ID Kaádh yá Cíñcí dóri uggwá laiv vídiyu goro ar tuáñr nizer tofsil ókkol furagoro (tuáñr UNHCR or ID'it asé de índilla)

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← Identity Information

Review your details

☐ Make sure your personal details are correct.

Full name as per ID*
JOHN DOE

Nationality* ▼

ID type*
UNHCR ID

UNHCR ID number* (791-00C12345)

UNHCR case number* (791-01234567)

Zoruri tofsil ókkol
furafuri furagoro

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Account Verification

Verifying your account

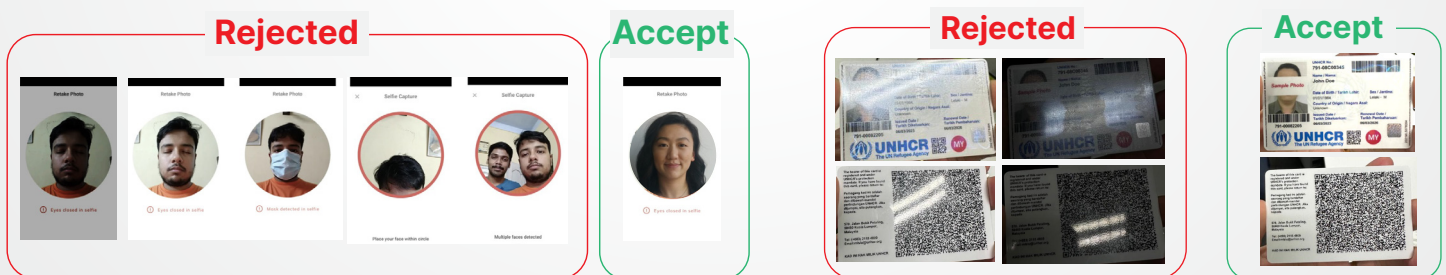
Come back later to check your verification status.

Tuáñ ekoun sóiyi né
cekgoribor monzuri
faibólla dhúli táikké!

Yiatraikkóo! TNG eWallet ólla sáingín áp gora furafuri FÉRI!

Key steps and frequent mistake for eKYC

Make sure you upload a clean and readable image of your UNHCR ID Card



Fill in the information as per UNHCR ID and utilities bills

Please fill in your full address as per utilities bill (TNB or Water Bills)

UNHCR ID Card Details:

- UNHCR No: 791-00C12345
- Name / Nama: John Doe
- Date of Birth / Tarikh Lahir: 01/01/2016
- Country of Origin / Negara Asal: Malaysia
- Issued Date / Tarikh Dikeluarkan: 01/01/2016
- Renewal Date / Tarikh Pembaharuan: 01/01/2017

Utilities Bill Details:

Perseorangan	Perseorangan	Kod Bil (4 digit)
Perseorangan (2016)	104.101	0100
Perseorangan (2016)	104.101	0100

Identity Information Form:

- Full name as per ID*: JOHN DOE
- Nationality*: Afghanistan
- ID type*: UNHCR ID
- UNHCR ID number*: 791-00C12345
- UNHCR case number*: 791-01234567
- Issued date*: 10 Feb 2028
- Date of birth*: 10 Feb 1968

Additional details Form:

- Occupation*: Professional
- Industry*: Financial/Business
- Address:
 - Address line 1*: 24 Jalan Pokok
 - Address line 2 (optional):
- Postcode*: 43000
- City*: Subang Jaya
- State*: Selangor
- Country: Malaysia

Additional Informations Form:

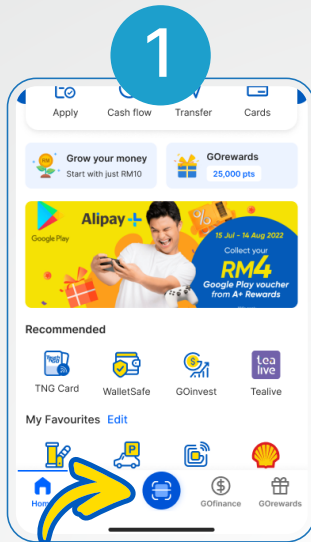
- Opening purpose*: Others
- Please Specify*: Personal
- Source of Funds*: Others
- Please Specify*: Personal
- I understand and agree that I will only use THSD eWallet solely for payment and transfer purposes within Malaysia. I acknowledge that I am not permitted to use this eWallet for transactions to my home country or any other locations outside Malaysia.
- We ensure your data is securely protected and fully compliant with all legal standards.
- Submit

Explain the source of funds and eWallet account opening purpose

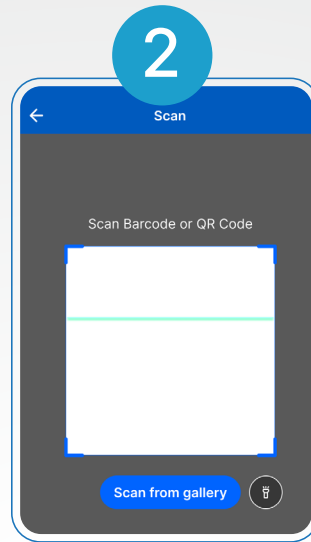
2.2 Eskengora arde Thaiñ Diyar Torika

TNG eWallet loi oré thiañ diyar torika 2 doilla asé.

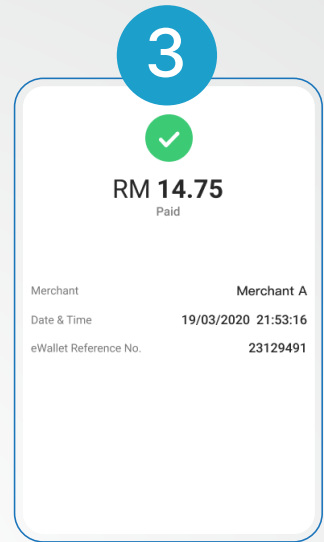
"Esken" fáncen or zoriya thiañ don



"Esken" or uore sab do

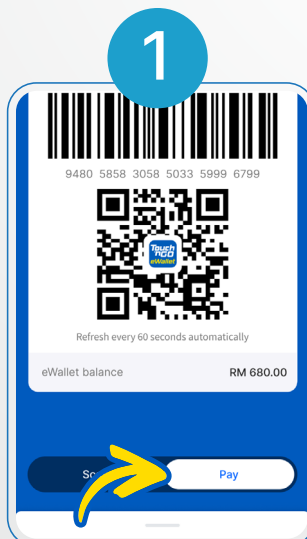


Duan ót keciaré diye de QR kudh gwá eskengoro

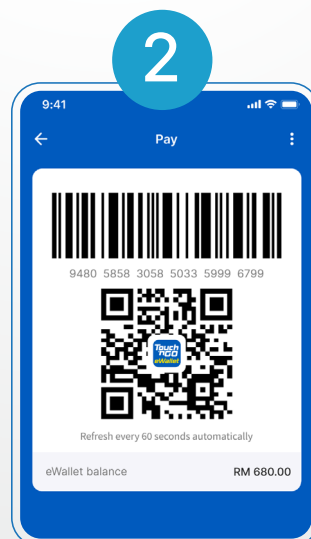


Tuñí difélaiyó! Mukómmol óon or baade "Óigiyói" hoode yían ót sab do

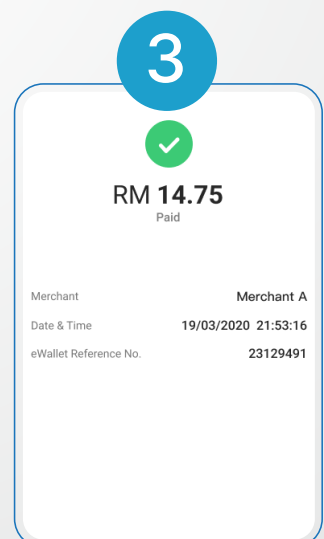
"Pé" fáncen loi thiañ don



"Pé" uore sab do



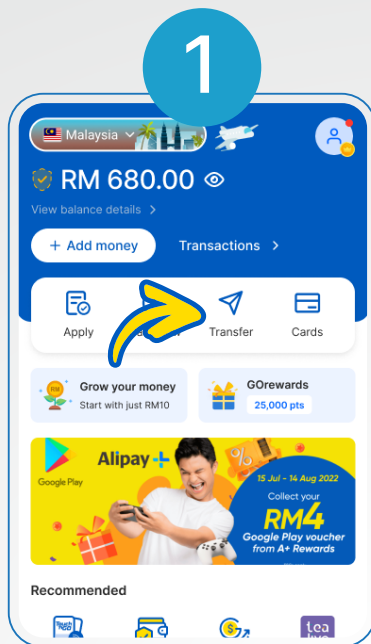
Duan ot tuáñr QR kudh dehái lo, keciaré izará esken goríbo



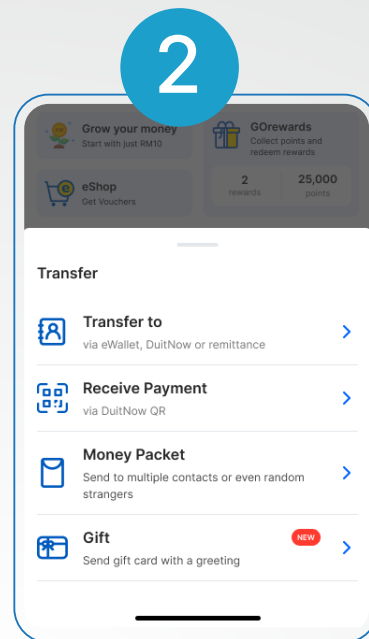
Tuñí difélaiyó! Mukómmol óon or baade "Óigiyói" hoode yían ót sab do

Ehón tuñí TNG eWallet loi becí asan ar zámila sará thiañ diar tojurbar moza maron ólla toiyar!

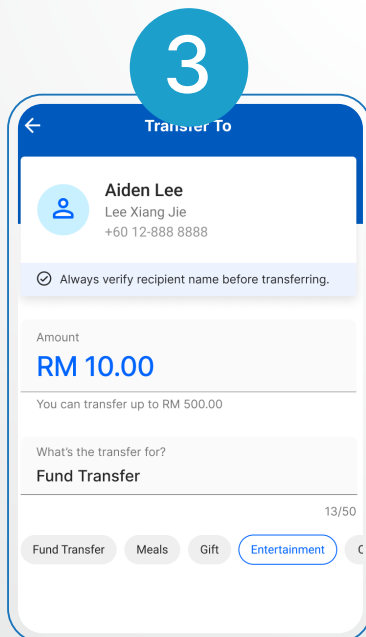
2.3 Thiañ Faldhon or Torika



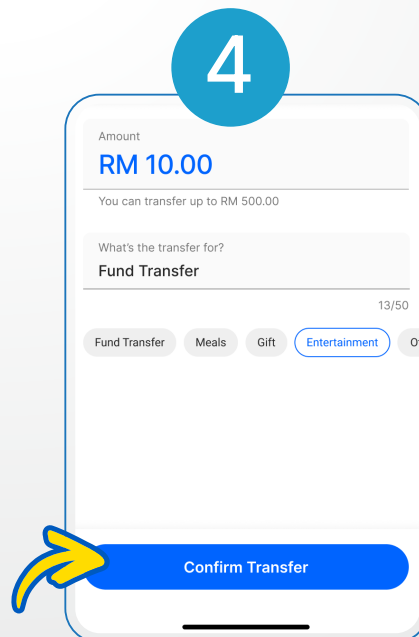
"Faldhon" or uore sab do



Thiañ-gosí-foiya gwá basóo yá TNG eWallet loi rejistar óiye de thiañ-gosí-foiyar mobail nombór or kí gwá basóo



Torji góijje de rokóm ar thiañ faldhon or moksúd gan gólai lekóo



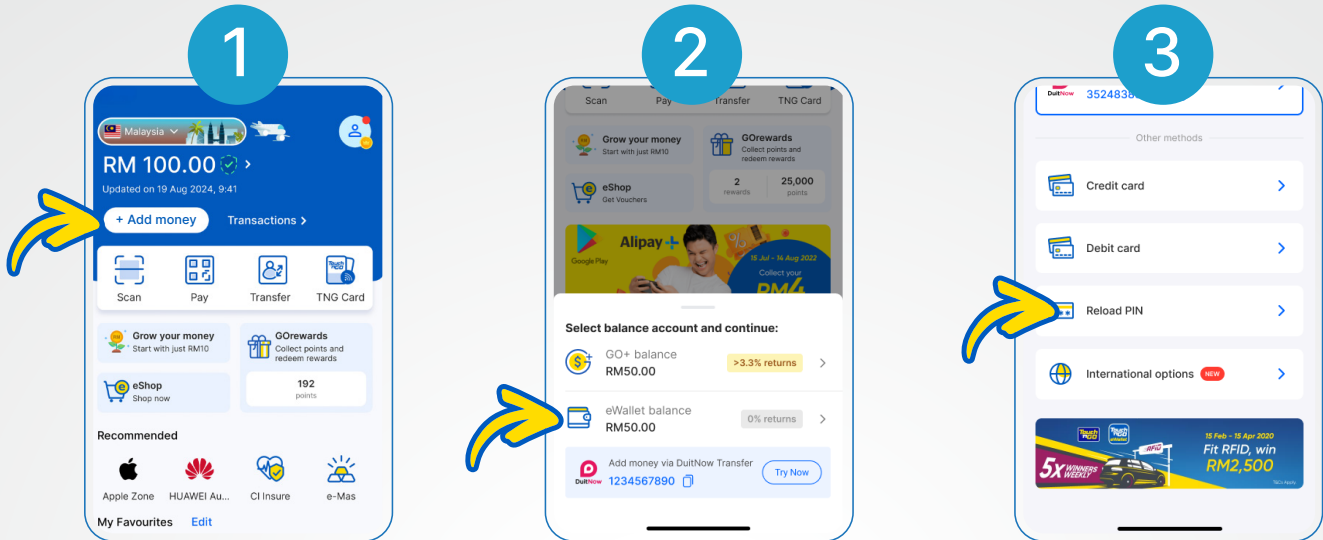
"Fakkagoro" hóode yían or uore sab do Tuñí gorifélaiyó!

TNG eWallet loi asán or sañte thiañ faldhon or cúidar moza maribólla tuñí ehón toiyar!

2.4 Duara Bóriluar Torika

Torika 1

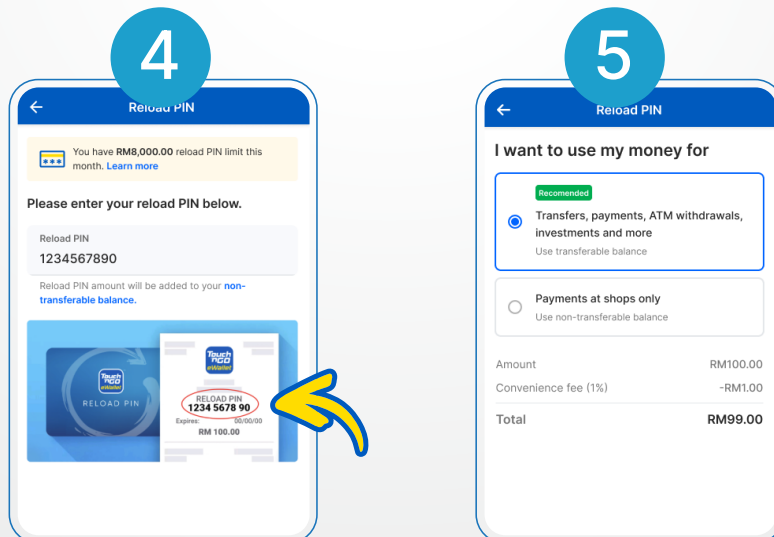
TNG eWallet Rilúdh PIN loi Duara Bóriluar Torika



"+ Add money" ré sabdo

"eWallet Balance" or uore sabdo

"Reload PIN" or uore sabdo

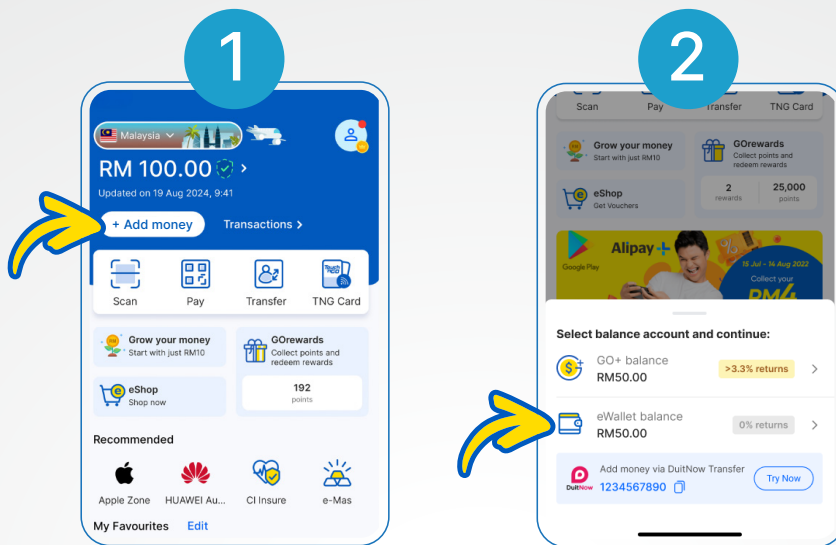


Reload PIN nombór or sabír bútor gólo, baade "Reload Now" ré sabdo

Rilúdh PIN oré fargaráibor kabil yá fargaráibor nakabil soó yán basóo, baade "Continue" ré sabdo. Tuñí gorífelaiyo!

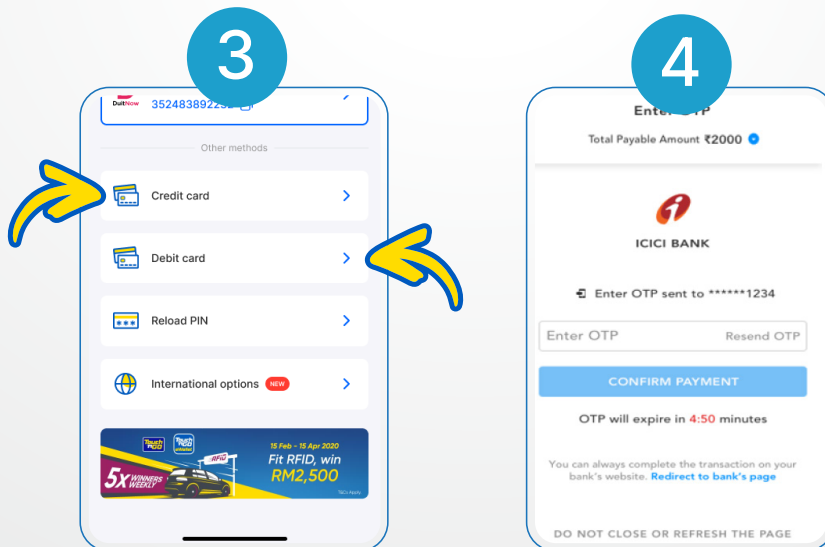
Torika 2

Kredhíth kaádh / dhebith kaádh loi duara bórar torika



"+ Add money" ré sabdo

Duara bóriba de rokóm or sabír bútor gólo ar "Reload eWellet" ré sabdo

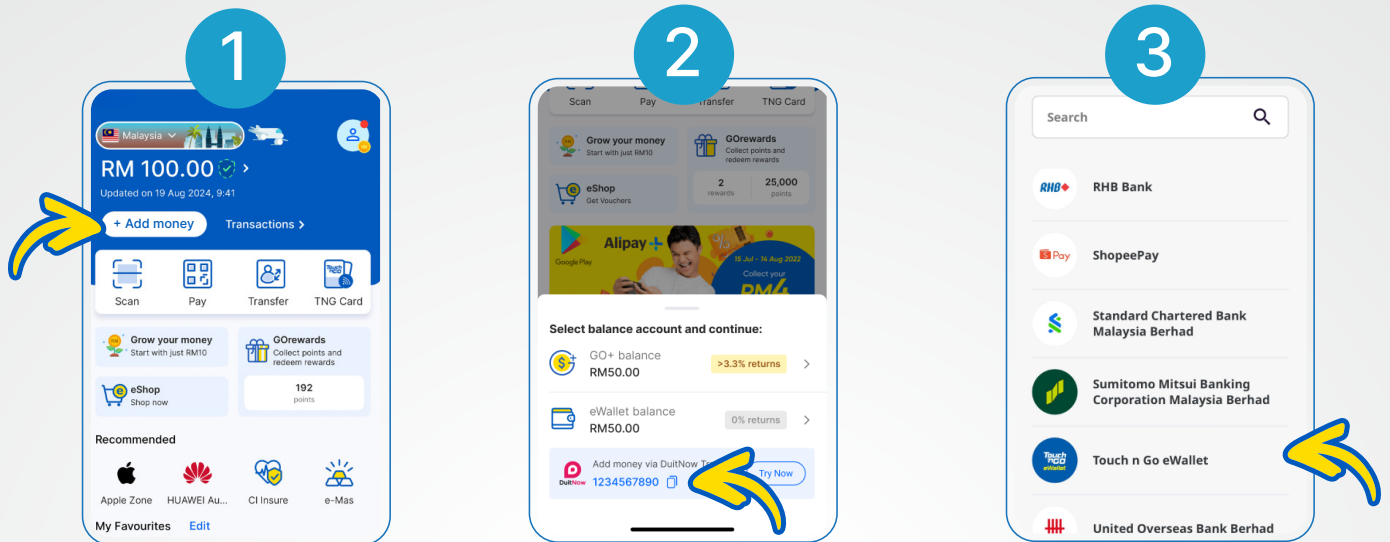


"Credit/Debit" or ure sabdo ar tuáñr kaádh or tofsil furagoro. Tuñí muúntú asánír sañte duarabóri bólla "Save Card" or uore sabdo.

Tuáñre beéng óttu foñósai ye de OTP sabír bútor gólo.

Torika 3

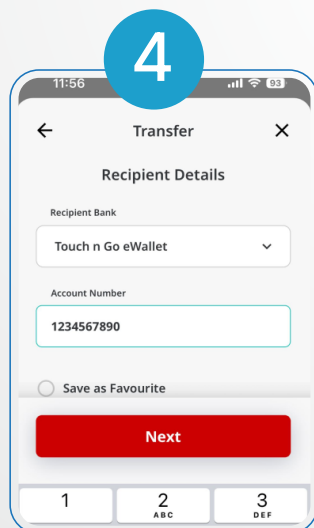
DuitNow loi thiañ faldhailoon or zoriya estemalorár torika



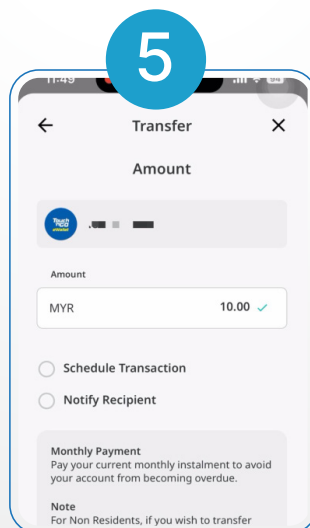
"+ Add money" or uore sabdo

Tuáñr TNG eWallet DuitNow ekoun nombór kofi goro

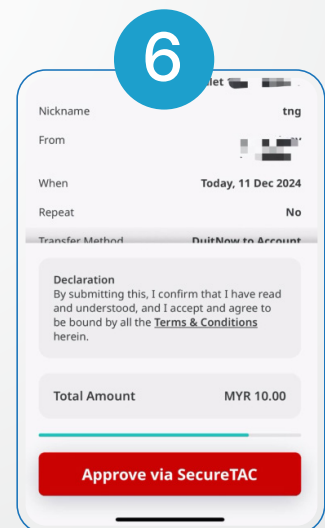
Tuáñr beéng ép ót "Touch 'n Go eWallet" ot teka transfer goríbar basó



Faibolla walar eWallet ekoun nombór furagoro

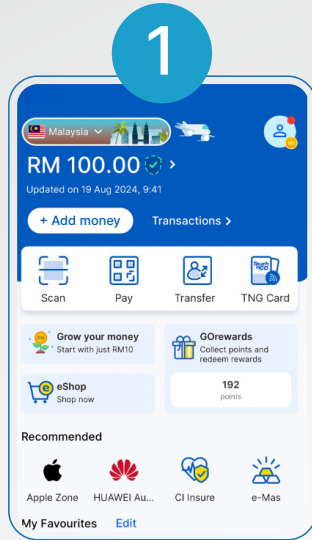


Tuñí dede saíbár teka foriman furagoro (kom ót kom RM1)

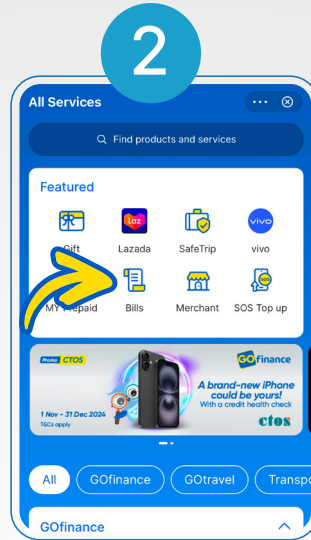


Transaction or tofsil ókkol sék gori approve goro

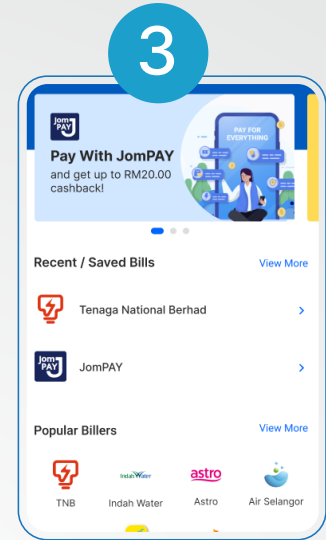
2.5 Bil ókkol diyar torika



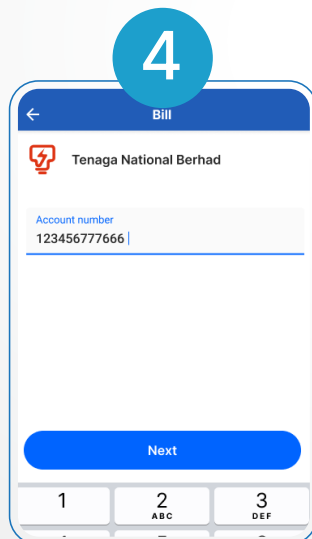
TNG eWallet app
pwá kúlo



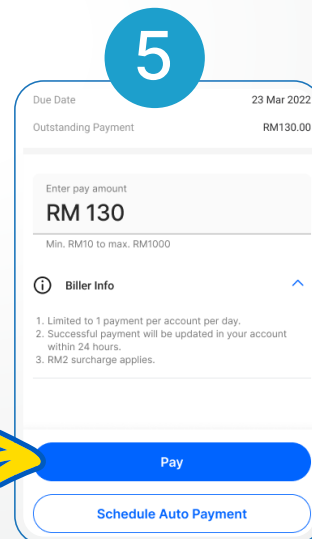
"Bil ókkol" or uore
sab do



Bilfouya gwá basóo

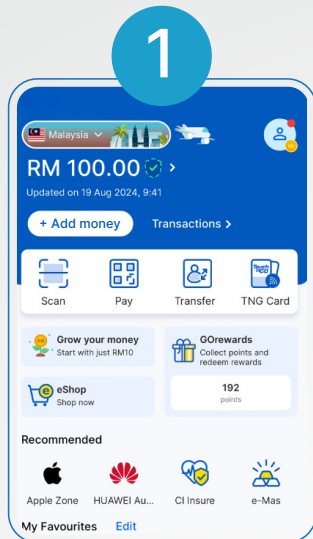


Bil or asól tofsil ókkol
lekóo ar "Tarfore" sabo

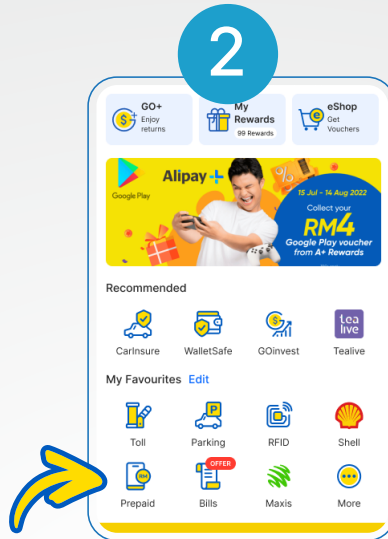


Tofsil ókkol
fakkagoróo, dibade
thiañr rokóm or kí sabi
oré baade "Tarfore"
saboTuñí gorífelaiyo!

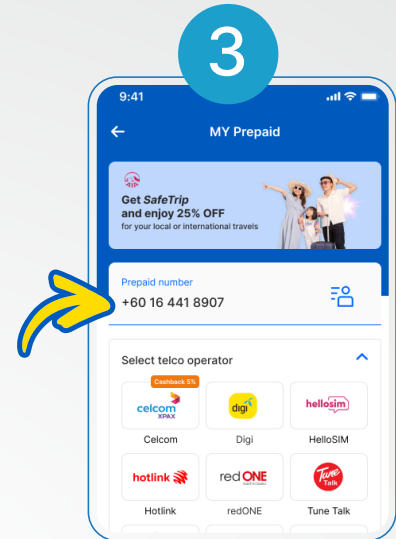
2.6 Pripéidh kridhith Kaádth thop-ap gorár torika



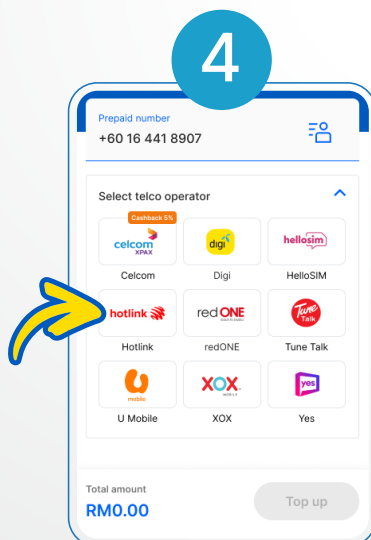
TNG eWallet app kúlo



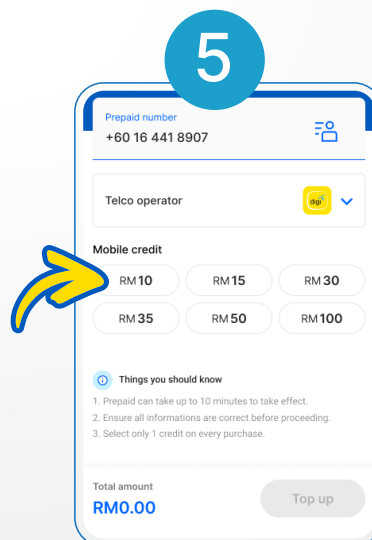
"Añár Pripéidh" or uore sab do



Tuáñr Malaysia'r mobail nombór or kí



Tuáñr telko hédmotdouya gwá basóo

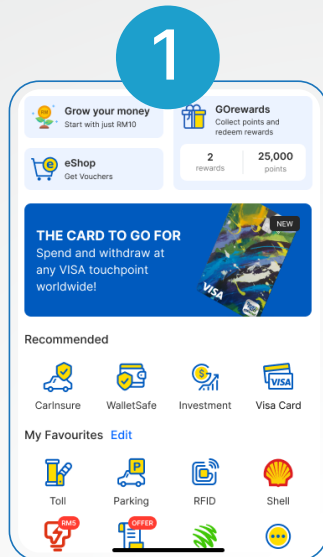


Fosóngoró de pripéidh kridhith rokóm mwá basóo ar yár baade "Thop-ap" sabo

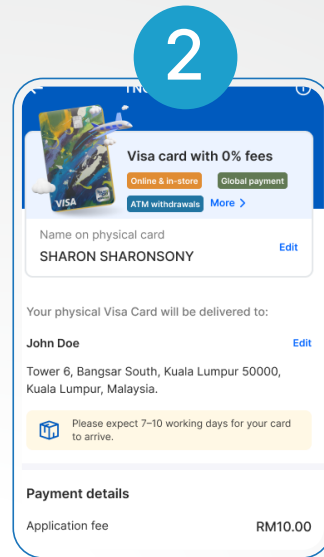
Tuñí gorifélaiyó! Tuñí hoyek minit or baade fakkagorá giyé de ekkán SMS faiba.

2.7 TNG eWallet Visa Kaádh or dorhásgorí salugorár torika

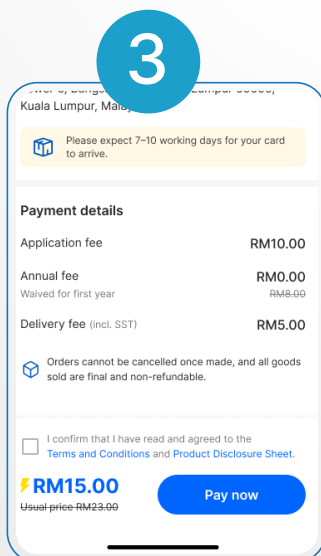
TNG eWallet Visa Kaádh foonor torika



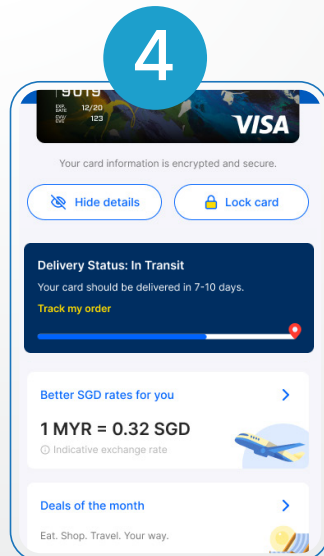
"Visa Card" or uore sabdo



Tuáñr kaádh or dorkari nám ar deli berár thikana ókkol furagoro

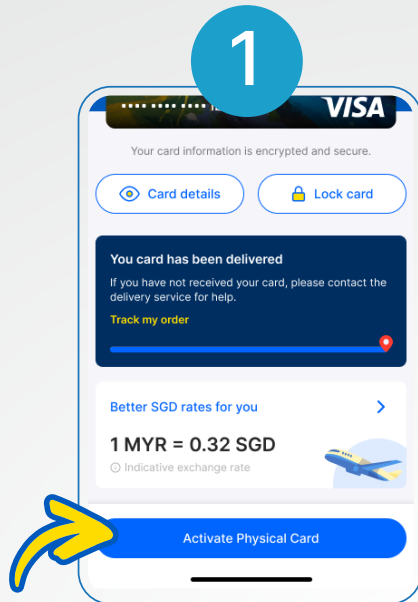


"Pay Now" or uore sab di tuáñr kaádh or dorkás sómáb goro

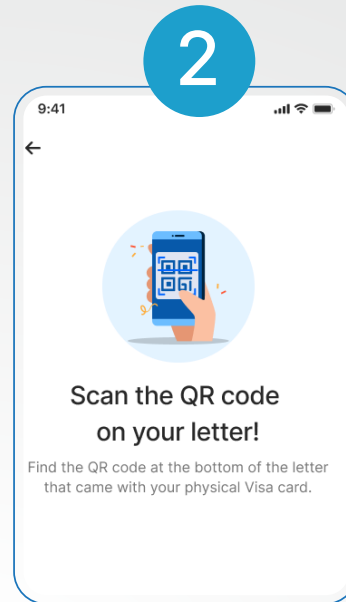


Deli berár obósta yáno sék goro. Tuáñr kaádh 7-10 din ráza sómói búture aibou

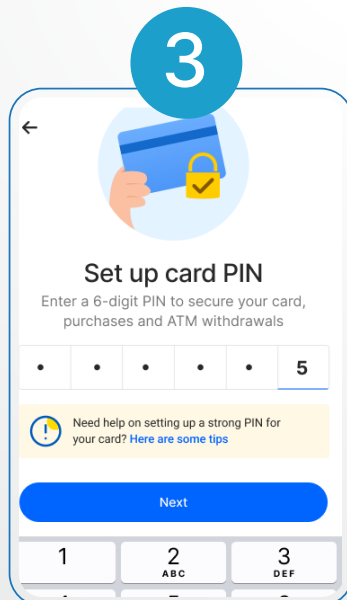
Yiye, tuńi tuńr TNG eWallet Visa kaádhan gosífaio! Yían saalugorár thaim!



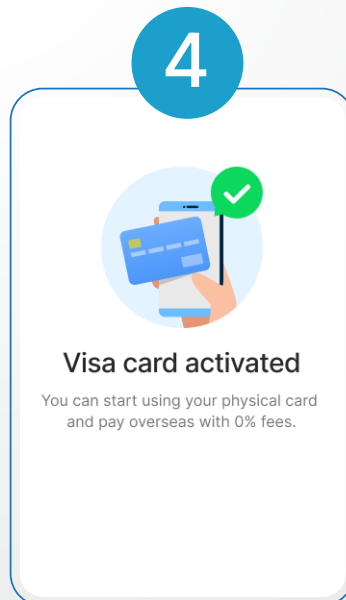
Tap on "Jisími Kaádhan gan Salugoróo"



**QR kudh gwá eskengoróo
YÁ estekbakgorár cińńir
uore asé de salugoríbor
kudh gwá gólaileko**



**Tuńr kaádhan ólla uggwá
6-dijith PIN séthgoro**



Tuńi gorífélaio!

**Ehón tuńi ibá loi thiań difariba ar zehonó ATM micín óttu kec
thiań tulíloi fariba!**

3.1 BFS: Mosbut héfazot or PIN séthgoron

Tuáñr ekoun héfazot asé, lékin tuáñrtú uggwá mosbut 6-dijit wala PIN sétgorá zoruri . Zeñétte tuáñr 6-dijit wala PIN banaiba, éñtte nisor tobka gin meérbanigori kíyal rakíba:

- Zonom tarík or nombór (age ar fisé) mesál- DDMMYY, YYMMDD, MMDDYY
- IC/ faásfúth nombór (IC yá faásfúth or fioilar 6 dijit, akérir 6 dijit)
- Zetúwa mubail nombór mile (tuáñr mubail nombór ze paáth gan mile)
- Zetúwa nombór/tortif barbar mile (111111, 334455, 121212, 789789, 123456, etc)
- Kípadh ót asán or sañté antaz gorífare de nombór, nisor mesál gin or háwala der.



'X' Pattern:
753159



Double Straight Line Pattern:
789456

3.2 BFS: Tuáñr fún nombór apdéitgoron

Sóiyi né sek óiye de ekoun uggwálla:

- Tobka 1** www.touchngo.com.my ót zai soó
"Customer Service" or uore sabdo ar "Contact Us" or nise
- Tobka 2** "Submit your enquiry here" ré sabdo
- Tobka 3** Zoruri tofsil ókkol fórom ót furagoro.
- Tobka 4** "Support Type" nise, "Update Mobile No" oré basó.
- Tobka 5** Baki asé de tofsil furagorí zomado.

Sóiyi né sek náo de ekoun uggwálla:

- Tobka 1** tuñí ehóno login góijja asó de óile, TNG eWallet oré salugoro ar "Profile" or uore sabdo.
- Tobka 2** Tarbaade "Security" ré sab di "Change Mobile Number" ót zoó.
- Tobka 3** Tuáñr héfazot or súwal or juwab do.
- Tobka 4** Tuáñr nuwa mubail nombór or sabítgoló.
- Tobka 5** Tuáñr mibail nombór apdéitgorá kabiyab óon or fúñatí ekkán meséij neli aibó.

Zodi tuáñrtú aró modot zorurot óile, tuñí añáralloi T@ngo loi hotá hoifariba.

3.3 BFS: 6-dijit or PIN abbár séthgoron

Tuñí ar log-in góijja náí de óile:

- Tobka 1** TNG eWallet app gwá salugoro, "6-dhijit PIN" or uore sabdo ar tuñí rejistar góijjo de mubail nombór gwá di sabír bútor gólo
- Tobka 2** "Forgot your PIN?" or uore sabdo
- Tobka 3** Tuñí rejistar góijjo de mubail nombór gwá di sabír bútor gólo. Baade, tuáñr rejistargará mubail nombór ót foñósaiye de "Öne-Time Password (OTP)" gwá ré sabír bútor gólo.
- Tobka 4** Zodi tuáñr ekoun sóiyi né sek góijje de óile, tuáñré tuáñr siyára esken góittó hoibo. Zodi tuáñr ekoun sóiyi né sek nóo de óile, tuáñré tuáñr rejistargará ID nombór gwá sabír bútor diyóré gólibólla hoibo yá tuáñr héfazot or súwal or juwab dibólla hoibo.
- Tobka 5** Tuáñr nuwa 6-dhijit PIN oré sabír bútor gólo ar tuár ham hótom! Tuáñr 6-dijit PIN nwá apdéitgorá kamiyaab óonor fúñátí ekkán meséij neli aibó.

Zodi tuñí ehóno fóijjonto log-in góijja táko :

- Tobka 1** TNG eWallet app gwá salugoro ar "Profile" or uore sabdi "Security" ré sabdo.
- Tobka 2** "Change 6-digit PIN" oré sabdi baade ehón faiyó de 6-dhijit PIN oré sabír bútor gólo.
- Tobka 3** Tuáñr nuwa 6-dijit PIN oré sabír bútor gólo. Tuáñr 6-dhijit PIN nwá apdéitgorá kamiyaab óonor fúñátí ekkán meséij neli aibó.

Ttuñí ehóno log-in góijja asó de óile (Ehón faiyó de 6-dijit PIN foóraifélaiyo):

- Tobka 1** TNG eWallet app salugoro ar "Profile" ót sabdi baade "Security" ré sabdo.
- Tobka 2** : "Change 6-digit PIN" or uore sabdi baade "Forgot your PIN? Ót sabdo"
- Tobka 3** Zodi tuáñr ekoun sóiyi né sek góijje de óile, tuáñré tuáñr siyára esken góittó hoibo. Zodi tuáñr ekoun sóiyi né sek nóo de óile, tuáñré tuáñr rejistargará ID nombór gwá sabír bútor diyóré gólibólla hoibo yá tuáñr héfazot or súwal or juwab dibólla hoibo.
- Tobka 4** Mukommol óigilegói, tuáñr nuwa 6-dhijit PIN nwá gólai lekó. Tuáñr 6-dijit PIN nwá apdéitgorá kamiyaab óonor fúñátí ekkán meséij neli aibó.

Zodi tuáñrtú aro modot or zorurot óo, ekkán webfórom zomadi arde 6-dhijit PIN/ Héfazot or Súwal ókkol or doilla Support Type ore basíloi añáralloi taalukgorí fariba

3.4 BFS: Uggwá maragiyé de fémilír TNG eWallet ekoun hótomgoron

Android ólla:

Tuńí zehonó thaim ót mazé tuáńr TNG eWallet ekoun oré hótom gorítfariba. Zodi tuáńr ekoun ót faiba de zehonó balens táke, tuáńrtú sóiyi Malaysia Rejistargorá Foila-Pathir beéng ekoun or tofsil arde oinno zehonó zorurot óibo de maalumát ókkol nise asé de éndilla fakkagorí diya foribo:

- Rejistargóijje de émutabek furanam
- UNCHR or kaádh nombór
- Malaysia Rejistargorá Beéng or nam
- Malaysia Rejistargorá beéng ekoun nombór (Foila-Pathi)

Zodi tuáńrtú aró modot or zorurot óo, ekkán webfórom zomadi arde" Support Type" ót 'Account Status > Termination' ore basíloi añáralloi taalukgorí fariba.

IOS ólla:

Tuńí tuáńr TNG eWallet ekoun oré app óttu dorháas zomagorí hótom gorítfariba. Meérbánigori fakkagoríba taaké (agór estamgorár kaabil óile) tuáńr eWallet belens arde GO+ belens ót honó thiań notáke.

Tuańr TNG eWallet ekoun hótomgorár tobka ókkol:

- Tobka 1** "Profile" or uore sabdo
- Tobka 2** "General" ót sabdo
- Tobka 3** "Delete Account" ót sabdo
- Tobka 4** Tuáńr 6-Dhijit PIN nwá sabír bútor gólaido
- Tobka 5** "Agree" yátoba "Maybe Later" ót sabdo

Zodi tuáńrtú aró modot or zorurot óo, ekkán webfórom zomadi arde" Support Type " ót 'Account Status > Termination' ore basíloi añáralloi taalukgorí fariba.