



DIGITAL HANDBOOK



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Bangi ma lihid? Dhib malahan!

TNG eWallet, ku maamul lacagtaada si fudud oo ammaan ah adoon u baahnayn bangi caadigah. Lacagtaada ilaasho, ka fogow dhibka kaashka ah, oo u samayso akoonkaaga lacag la'aan_ ha ka walwalin khiyaamo qolo saddexaad.

Ku raaxayso waxyaalahan:

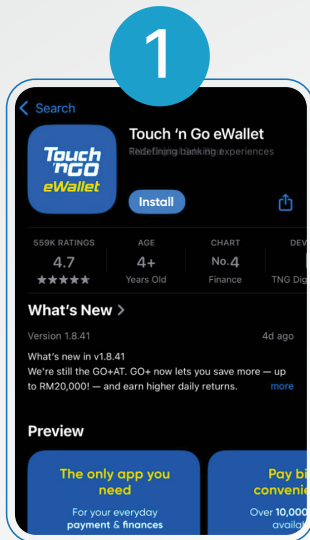
- Xadadka macaamilka bishiiba:
 - Gelitaanka (Lacag soo gasho): Ilaa RM5,000
 - Bixitaanka (Lacag baxdo): Ilaa RM5,000
- Dammaanad Lacageed oo Soo-noqoshada Ilaa RM5,000*Shuruudaha iyo Xaaladaha ayaa lagu dabaqayaa
- Kasoo Dheel GOrewards dhibco markasta oo lacag bixin la sameeyayo
- Ka baxasho lacag caddaan ah akoonkaaga eWallet adiga oo isticmaalaya Kaarka
- TNG eWallet Visa
- Wareeji lacag kuna hel lacag akoonada bangiyada kasta ee Malaysia
- Ku raaxayso safarro habsami leh adiga oo isticmaalaya RFID meelaha lacag bixinta waddooyinka
- Ku shubo buuxinta prepaid adiga oo adeegsanaya bixiyeyaasha talefannada ee Malaysia
- Si fudud u bixi biilashaada

XUSUUSIN!

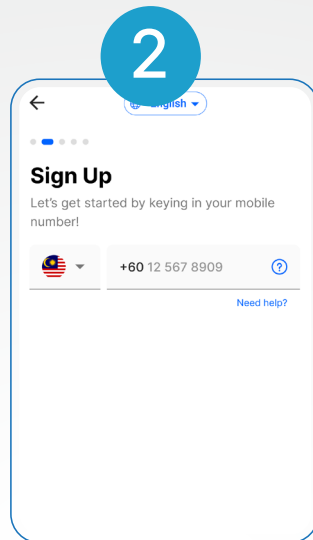
- Ha u ogolaan qofna inuu isticmaalo akoonkaaga si uu lacag u soo diro oo u helo. Waa sharci darro waxayna noqon kartaa 'Lacag Musuqmaasulid.'
- Ha u dirin lacag aad ku taageerto dhaqdhaqaaqyada xagjirka ah ama sharci darrada ah waddan kasta ha ahaadee.
- Qof kale ha u furin akoon.

2.1 Sida loo diiwaan geliyo oo loo xaqiijiyo TNG eWallet

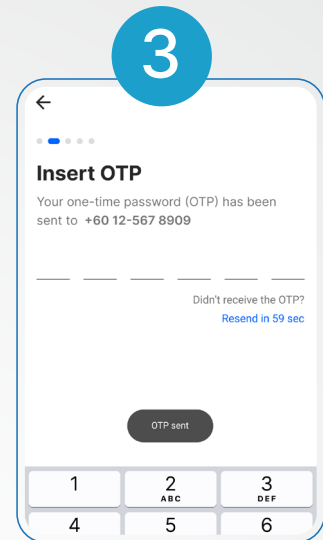
Sidee loogu diwaangeliyaa TNG eWallet adoo isticmaalaya aqoonsiga UNHCR??



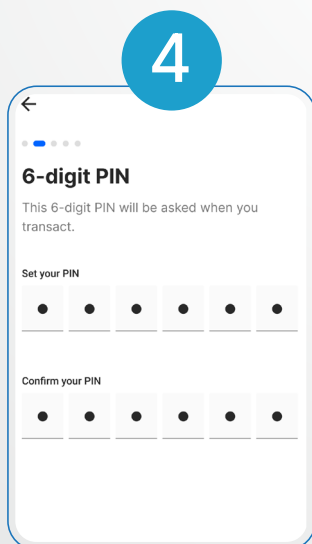
Ku so degi TNG eWallet abka App Store ama Play Store



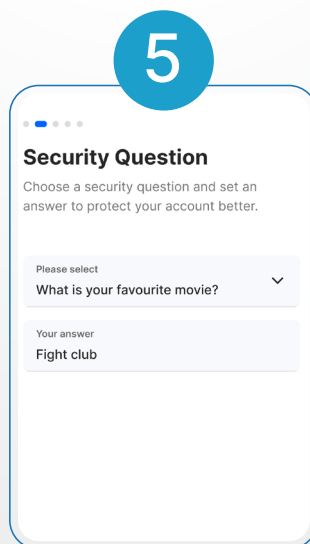
Geli nambarkaaga gacanta ee Malaysia



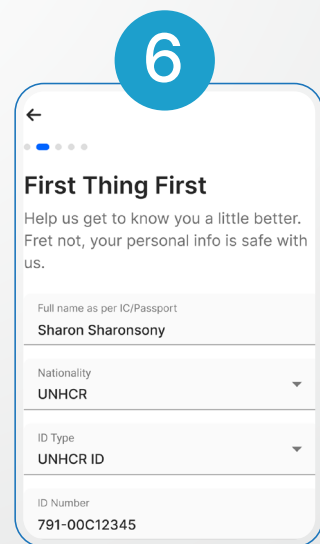
Geli OTP-ga aad ku hesho SMS



Samee PIN 6-god ah si aad u ilaaliso akoonkaaga oo ha wadaagin!



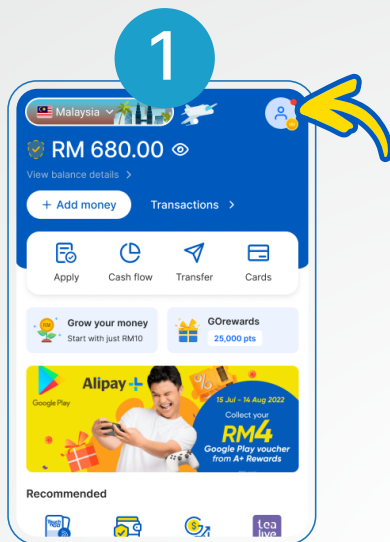
Dooro su'aashaada amniga iyo jawaabta



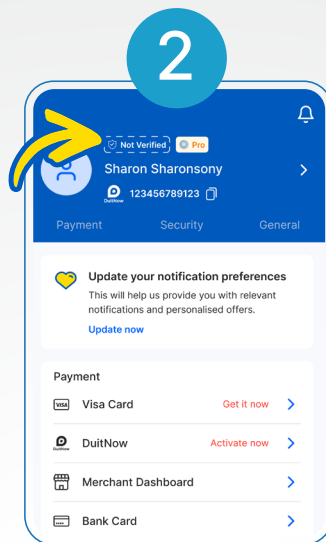
Furaha macluumaadkaaga gaarka ah. Waa inuu la mid noqdaa sida ku qoran aqoonsigaaga UNHCR!

Ku soo dhawoow TNG eWallet! Hadda waxaad u baahan tahay inaad dhammaystirto xaqiijinta akoonkaaga. Aan tagno!

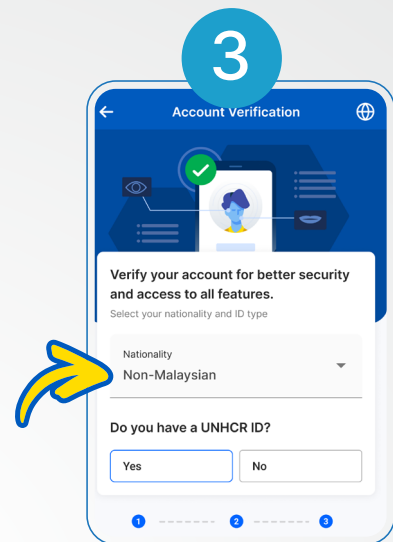
Kahor intaadan bilaabin, hubi inaad haysato kaarka aqoonsiga ee UNHCR (wuxuu ansax yahay ugu yaraan 6 bilood) ama Warqada UNHCR



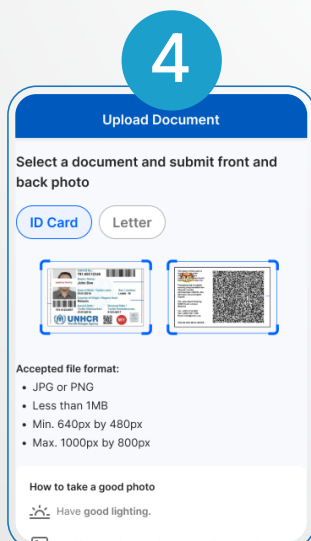
Taabo profile kaaga Hadda waxaad haysataa lambar xisaabeed! Tani waxay la mid tahay lambarka akoonka bangiga.



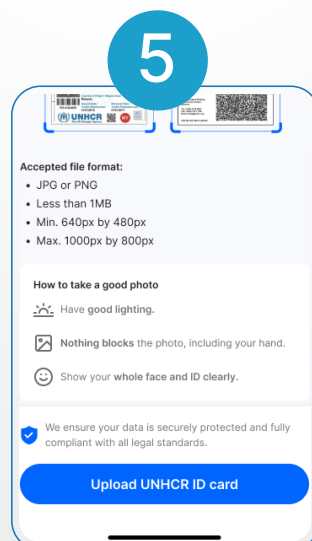
Tap on "Not Verified" ka dibna "Verify Account"



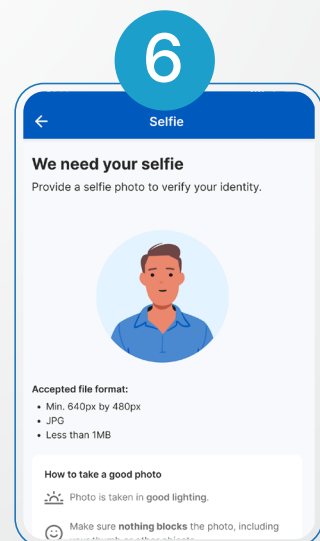
Hubi inaad doorato "non-malaysian" oo aad haysato UNHCR ID kaarka



Dooro nooca dukumeentiga (ID Card ama Warqad)



Taabo "Upload ID Photo" ama "Upload Letter" kadibna taabo "Submit"



Dubi muuqaal toos ah duub adigo oo haya kaadhka aqoonsiga UNHCR ama warqad oo buuxi macluumaadkaaga shakhsi ahaaneed (si la mid ah aqoonsigaaga UNHCR)

7

← 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)

Buuxi dhammaan
macluumaadka looga
baahan yahay

8

Account Verification

Verifying your account

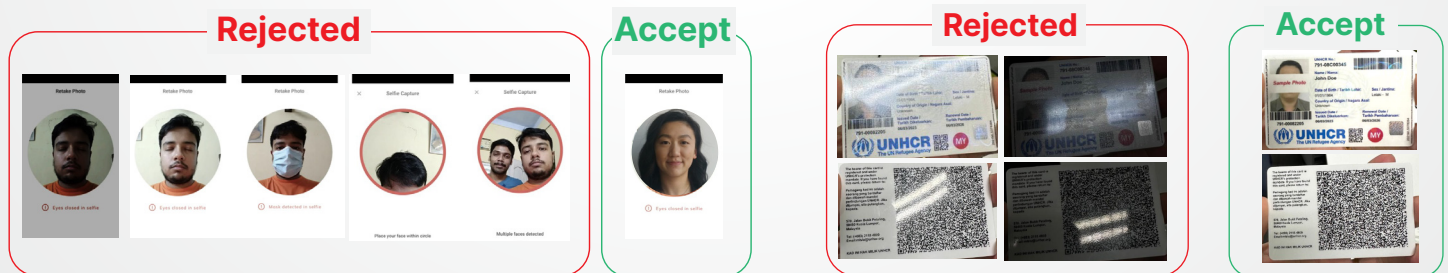
Come back later to check your verification status.

Xaqiijinta akoonkaaga
ayaa la sugayaa
ansixinta!!

Xusuusnow! Isdiwaangelinta TNG eWallet gabi ahaanba waa bilaash!

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)

1 UNHCR No.: 791-00C12345
2 Name / Nama: John Doe
3 Date of Birth / Tarikh Lahir: 01/01/2016
4 Sex / Jantina: Male - M
5 Country of Origin / Negara Asal: Malaysia
6 Issued Date / Tarikh Dieluarkan: 01/01/2016
7 Renewal Date / Tarikh Pembaharuan: 01/01/2017
8 UNHCR ID number: 791-01234567

1 NO. AKUN: 791-00C12345
2 ALAMAT: 24 Jalan Pokok
3 24 Jalan Pokok
4 24 Jalan Pokok
5 24 Jalan Pokok
6 24 Jalan Pokok
7 24 Jalan Pokok
8 24 Jalan Pokok

1 Review your details
2 Make sure your personal details are correct.
3 Full name as per ID*
4 JOHN DOE
5 Nationality*
6 Afghanistan
7 ID type*
8 UNHCR ID
9 UNHCR ID number*
10 791-00C12345
11 UNHCR case number*
12 791-01234567
13 Renewal date*
14 10 Feb 2028
15 Date of birth*
16 10 Feb 1988

1 Additional details
2 Occupation*
3 Professional
4 Industry*
5 Financial/Business
6 Address
7 Address line 1*
8 24 Jalan Pokok
9 Address line 2 (optional)
10 Postcode*
11 43000
12 City*
13 Subang Jaya
14 State*
15 Selangor
16 Country
17 Malaysia

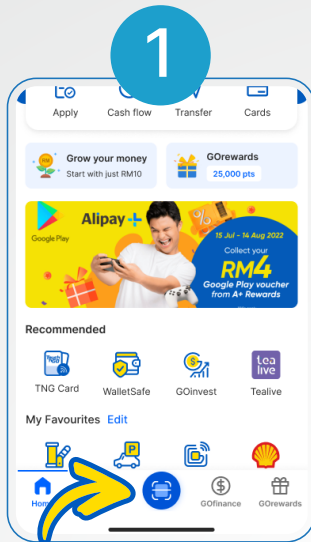
1 Additional Informations
2 Opening purpose*
3 Others
4 Please Specify*
5 Personal
6 Source of Funds*
7 Others
8 Please Specify*
9 Personal
10 I understand and agree that I will only use TNG eWallet solely for payment and transfer purposes within Malaysia. I acknowledge that I am not permitted to use this eWallet for transactions to my home country or any other locations outside Malaysia.
11 We ensure your data is securely protected and fully compliant with all legal standards.
12 Submit

8 Explain the source of funds and eWallet account opening purpose

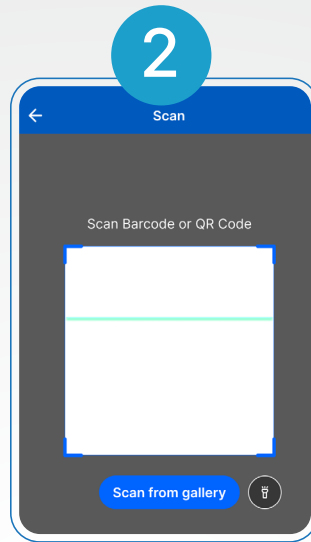
2.2 Sida loo sawiro & bixinta

Waxaa jira 2 siyaabood oo lagu bixiyo TNG eWallet

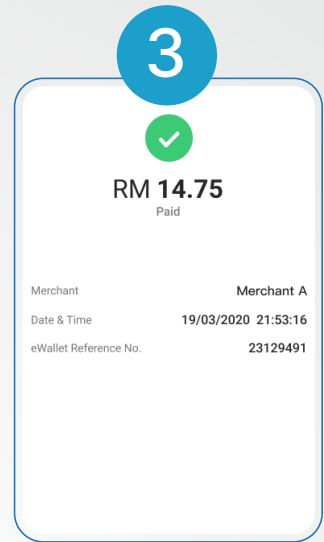
Ku bixi adigoo isticmaalaya shaqada "Scan".



Dooro "Scan"

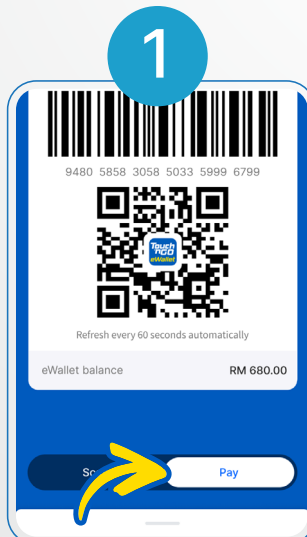


Iscaan koodka QR ee uu bixiyo khasnajiga dukaanka

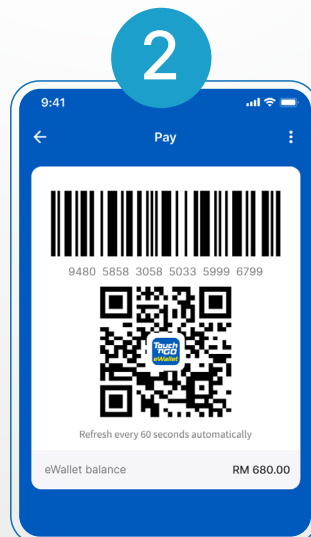


markaad aragto You've paid! Taabo "Done"

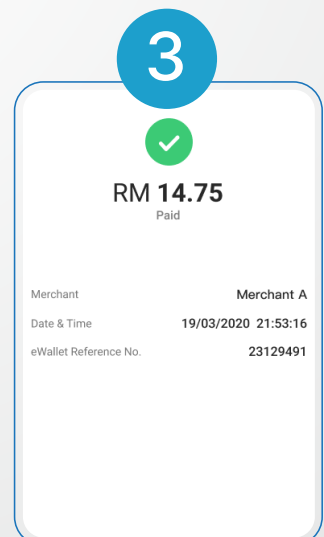
Ku bixi adigoo isticmaalaya shaqada "Pay".



Taabo "Pay"



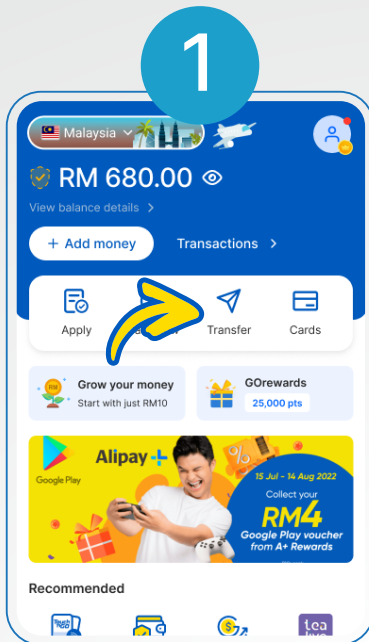
Tus koodka QR-gaaga khasnajiga dukaanka. Khasnajigu waxa uu sawiraa koodhkaaga QR



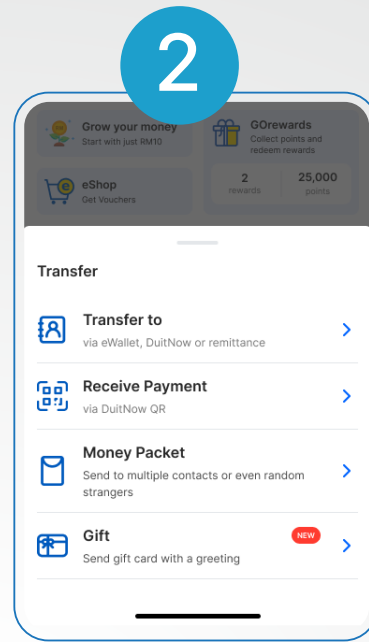
Markaad aragto You've paid! Taabo "Done"

Hadda waxaad diyaar u tahay inaad raaxaysato tajrabad lacag bixin oo fudud kuguna habboon adigoo isticmaalaya TNG eWallet!

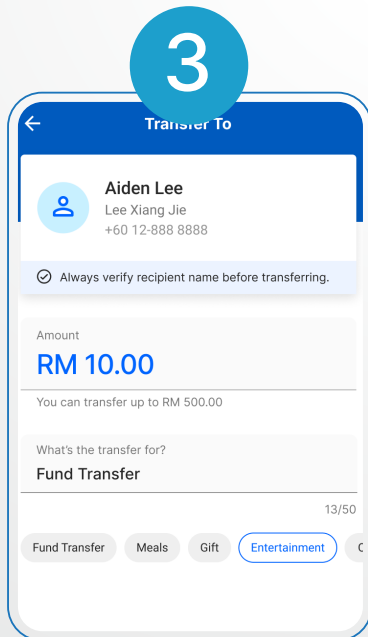
2.3 Sida loo xawilo lacagaha



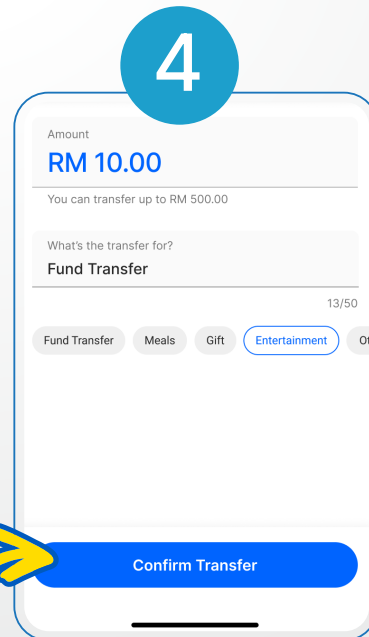
Taabo "Transfer"



Dooro qaataha ama buuxi
lambarka taleefanka gacanta
ee qaataha kaas oo ka
diiwaan gashan TNG eWallet



Geli lacagta aad rabto inaad
ku wareejiyo ujeedada
wareejinta



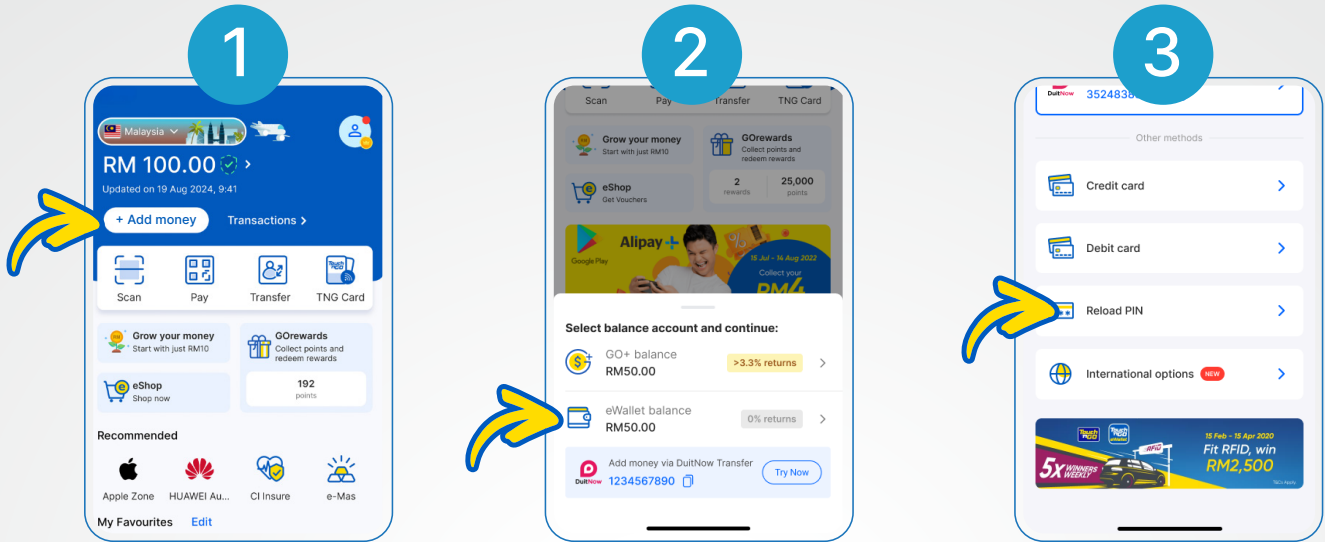
Taabo "Confirm"

You're now ready to enjoy the convenience of transferring funds easily
with TNG eWallet!

2.4 Sida loo shubo(Lacag)

Habka 1

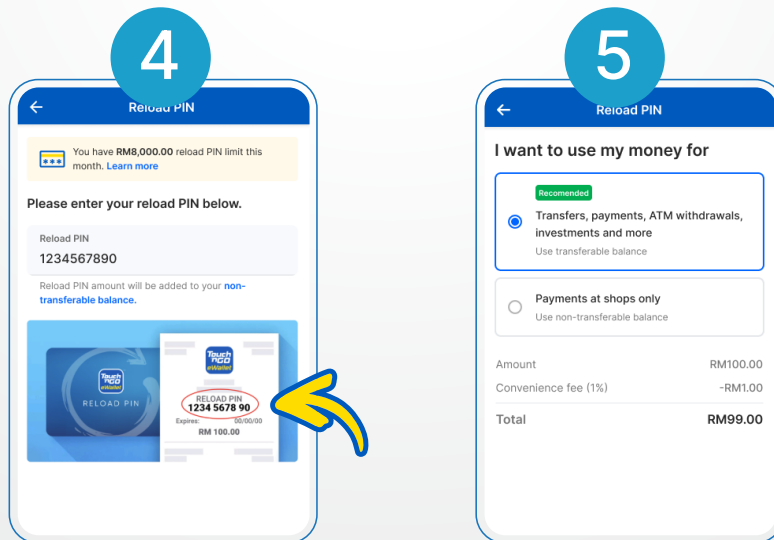
Sida dib loogu shubo addoo isticmaalaya TNG eWallet Reload PIN



Taabo "+ Add money"

Taabo "eWallet Balance"

Taabo "Reload PIN"

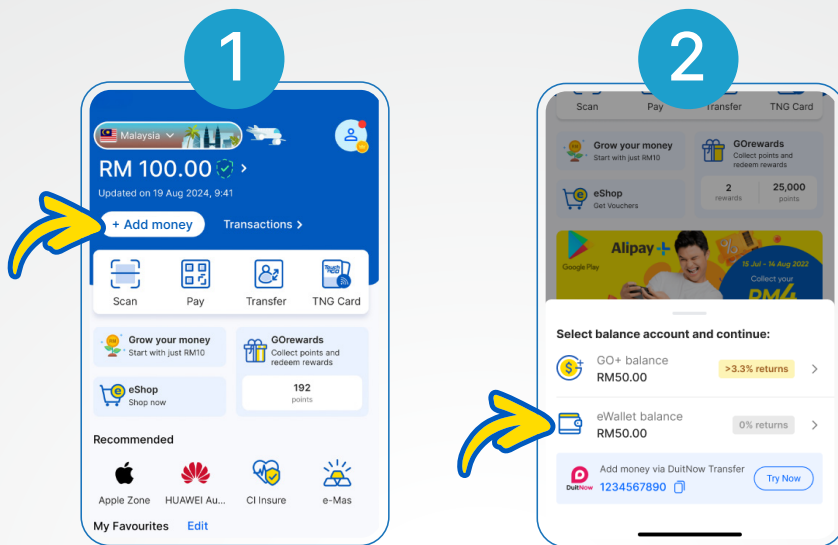


Talaabada 4 – Gali lambarka reload PIN ka dibna, taabo "Reload Now"

Dooro haddii aad rabto in reload PIN ka uu noqdo mid la wareejin karo ama mid aan la wareejin karin, ka dibna taabo "Continue".

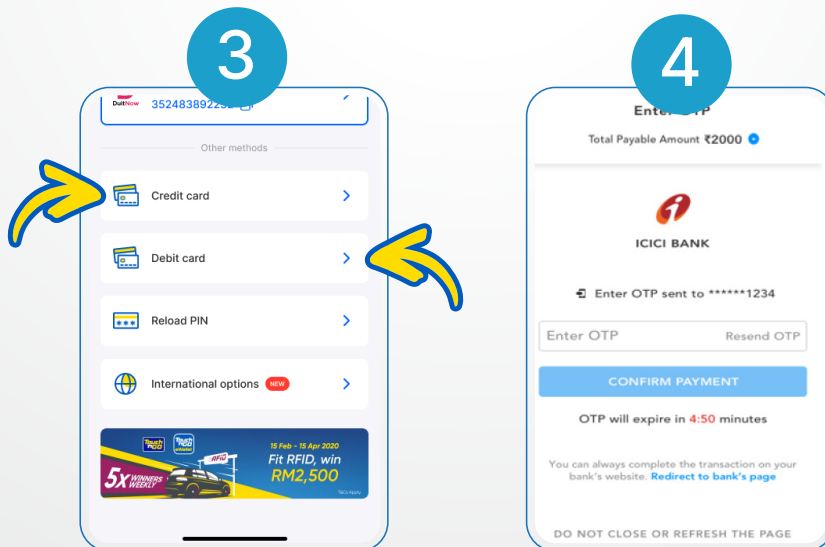
Habka 2

Sida loo shubo addoo isticmaalaya kaarka deynta / kaarka debit-ka



Taabo "+ Add money"

Gali qadarka lacagta aad rabto inaad ku shubto ka dibna taabo "Reload eWallet"

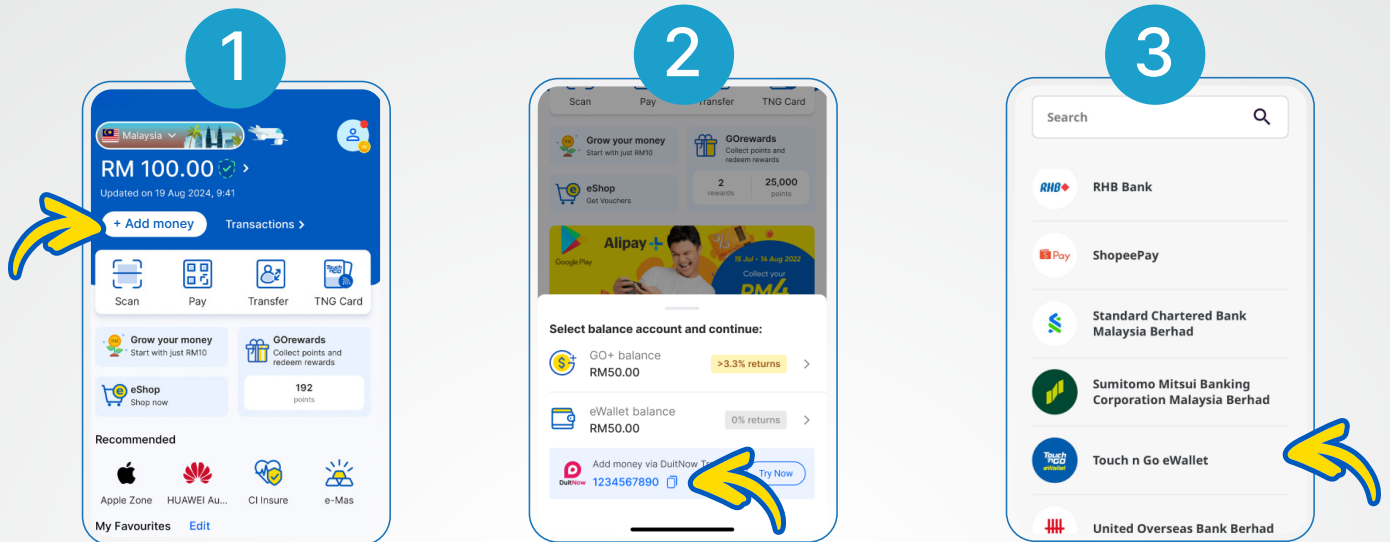


Taabo "Credit/Debit" oo buuxi faahfaahinta kaarkaaga. Waxaad awoodi kartaa "Save Card" si sahlan mustaqbalka.

Gali lambarka OTP oo bangiga uu kuu soo diray.. Waad dhammaystay!

Habka 3

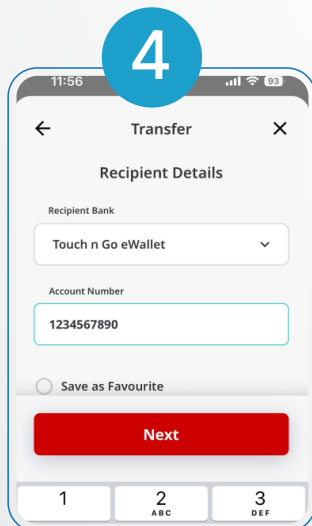
Sida loo shubo adiga oo isticmaalaya DuitNow Transfer fund in



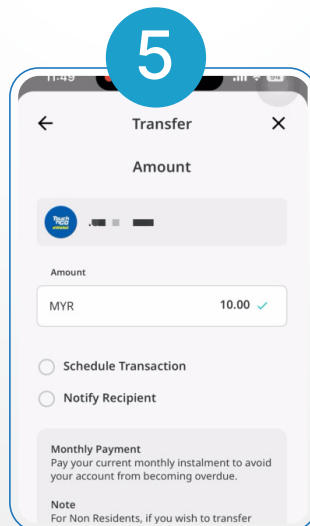
Taabo "+ Add money"

Koopi garee lambarka koontada DuitNow ee TNG eWallet-kaaga

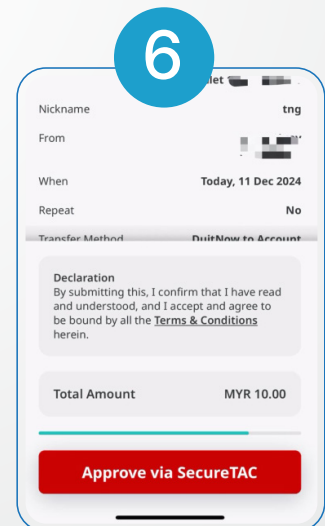
App-kaaga bangiga, dooro u wareejinta "Touch 'n Go eWallet"



Geli lambarka koontada eWallet-ka qaataha

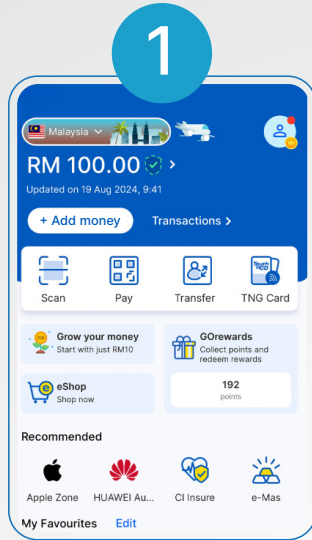


Geli lacagta aad rabto (ugu yaraan RM1)

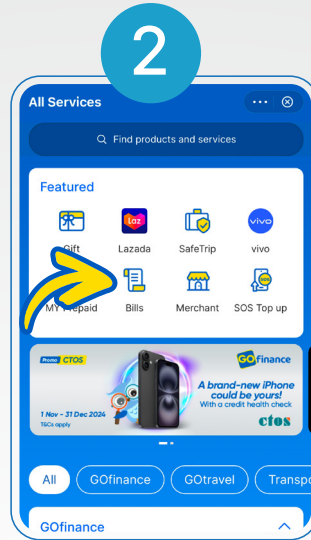


Hubi faahfaahinta macaamillada oo ansix

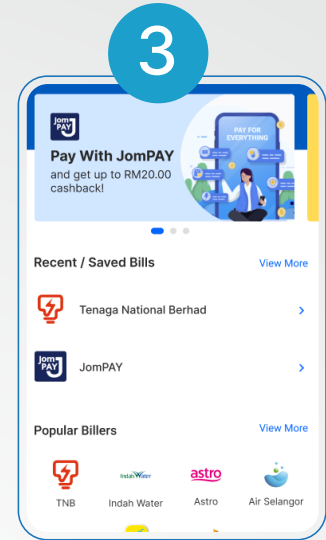
2.5 Sida loo bixiyo biilasha



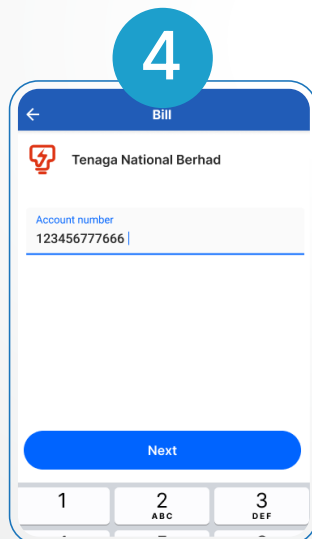
Bilow TNG eWallet app



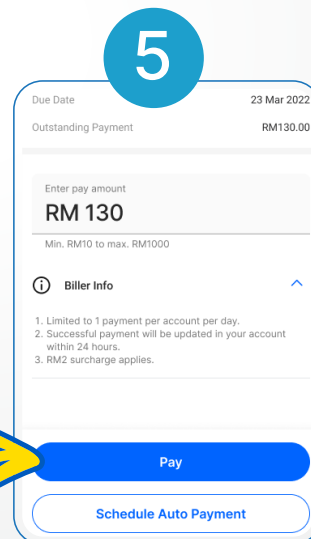
Taabo "Bills"



Dooro biilasha

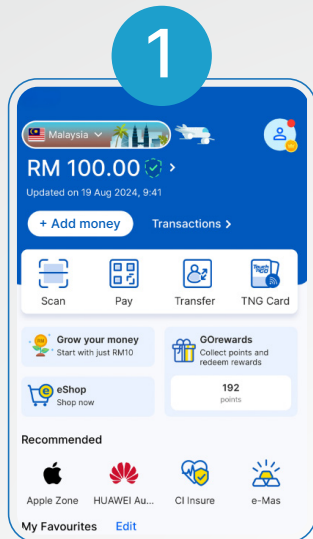


ku qor macluumaadka
biilka oo taabo

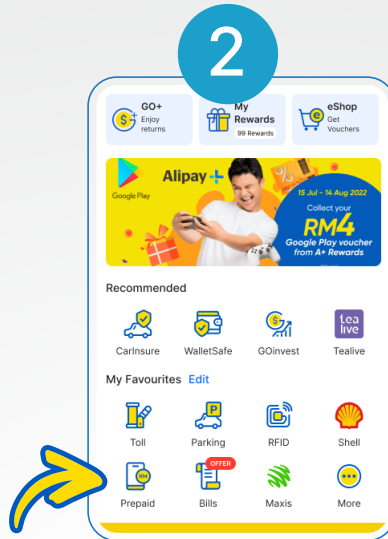


Xaqiiji macluumaadka, ku
qor lacagta la bixinayo ka
dibna taabo "Next". Way
dhammaatay!

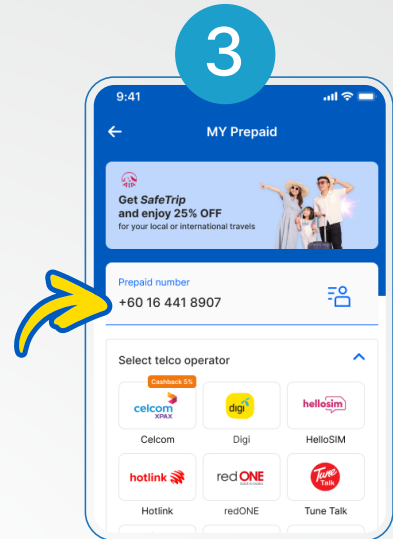
2.6 Sida kor loogu shubo lacag horay loo bixiyay (credit prepaid)



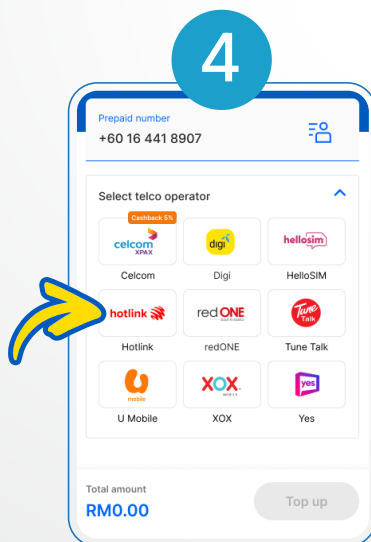
Launch the TNG eWallet app



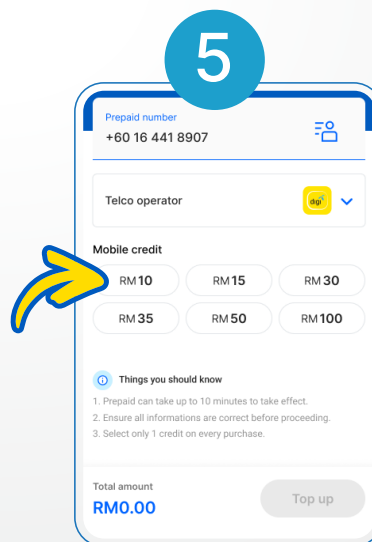
Taabo on "MY Prepaid"



Geli in lambarkaaga mobilka ee Malaysia



Dooro bixiyah telco gaaga

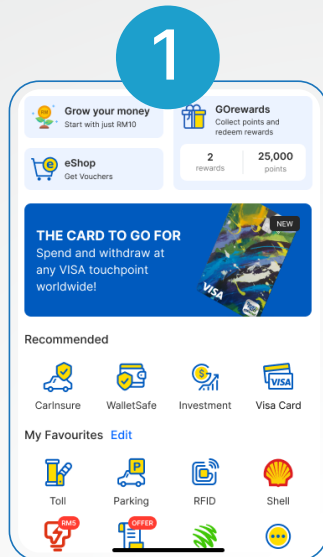


Dooro lacagta hore-u-bixinta ee la rabo

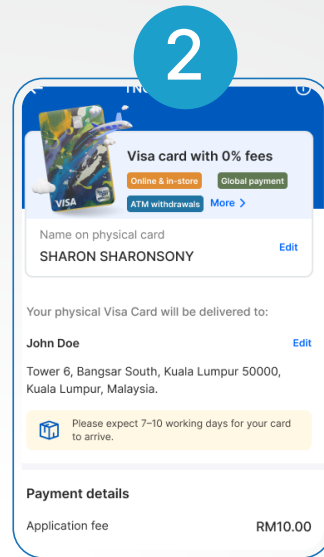
Waad dhammaatay! Waxaad heli doontaa SMS xaqiijin ah dhowr daqiiqo ka dib.

2.7 Sida loo codsado oo loo hawlgeliyo TNG eWallet Visa Card

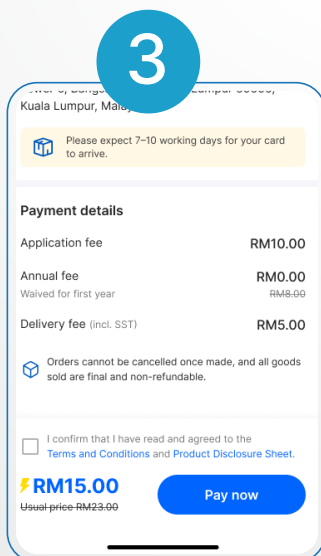
Sida loo codsado oo loo hawlgeliyo TNG eWallet Visa Card



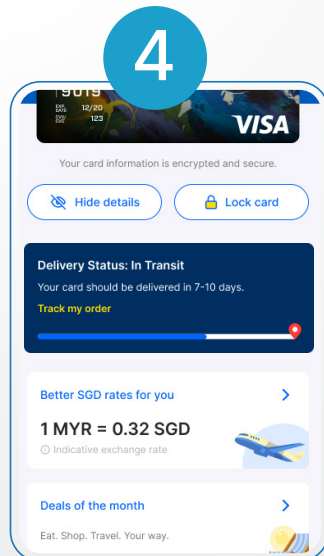
Taabo "Visa Card"



Gali magaca kaarka aad rabto iyo faahfaahinta cinwaanka dirista

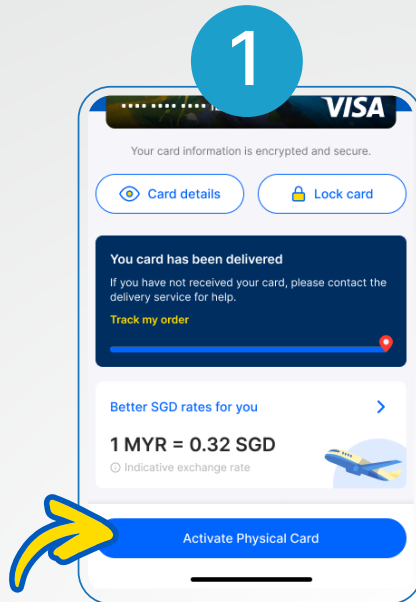


Xaqiiji codsigaaga kaarka adoo taabaya "Pay Now" si aad u dhammaystirto

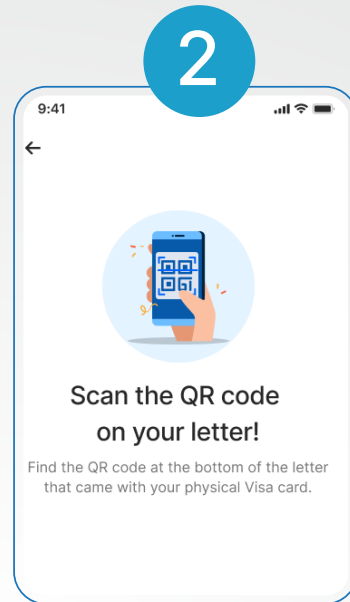


Halkan ka hubi xaaladda dirista. Kaarkaaga wuxuu soo gaari doonaa 7-10 maalmood oo shaqo gudahood

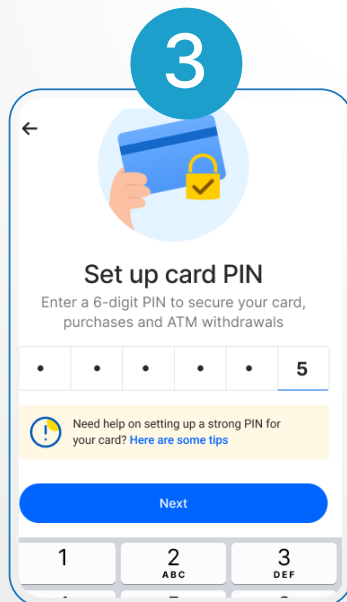
Yay, waxaad heshay kaarka fiisada eWallet ee TNG! Waa waqtigii hawlgelinta



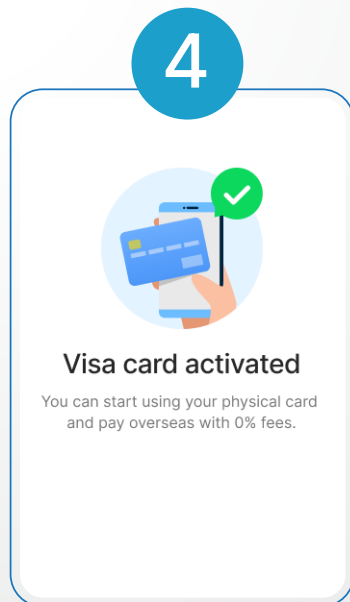
Taabo "Activate Physical Card"



Sawir koodka QR. AMA geli koodka hawlgelinta ee warqadda soo dhawaynta



kaarkaaga u samee PIN 6-god ah



Way dhammaatay!

Hadda waxaad samayn kartaa lacag-bixin iyo lacag ka soo bixin kartaa ATM kasta!

3.1 FAQ: Dejinta PIN Ammaanka Adag

Akaawankaaga waa nabad oo ammaan ah, laakiin waa inaad dejisaa PIN adag oo 6-lambar ah. Marka aad sameynayso PIN-kaaga 6-lambar ah, fadlan raac tallaabooyinka soo socda:

- Ma noqon karo taariikhda dhalashada (hore ama gadaal) tusaale ahaan: DDMMYY, YYMMDD, MMDDYY
- Ma noqon karo lambarka aqoonsiga / baasaboorka (6-da lambar ee hore, 6-da lambar ee ugu dambeeya ee IC ama baasaboorka)
- Ma noqon karo lambarka taleefoonka (wax u dhiganta qayb ka mid ah lambarkaaga taleefoonka)
- Ma noqon karo lambaro soo noqnoqda ama taxane (111111, 334455, 121212, 789789, 123456, iwm)
- Ma noqon karo qaab sahlan oo laga maleyn karo furaha taleefoonka, eeg tusaalooyinka hoose:



3.2 FAQ: Cusboonaysiinta lambarka taleefoonkaaga

Akaawanka la xaqiijiyay:

- | | |
|--------------------|--|
| Talaabada 1 | Tag www.touchngo.com.my |
| Talaabada 2 | Talaabada 2: Taabo "Customer Service" ka dibna hoos Contact Us, taabo "Submit your enquiry here" |
| Talaabada 3 | Buuxi foomka oo faahfaahinta loo baahan yahay. |
| Talaabada 4 | Hoos "Support Type", dooro "Update Mobile No". |
| Talaabada 5 | Buuxi faahfaahinta hartay oo soo gudbi. |

Akaawanka aan la xaqiijin:

- | | |
|--------------------|--|
| Talaabada 1 | Haddii aad weli ku jirto, fur TNG eWallet ka dibna taabo "Profile". |
| Talaabada 2 | Ka dib, taabo "Security" oo xigto "Change Mobile Number". |
| Talaabada 3 | Ka jawaab su'aashaada amniga. |
| Talaabada 4 | Gali lambarka taleefoonkaaga cusub. |
| Talaabada 5 | Fariin ayaa soo muuqan doonta markii lambarkaaga taleefoonka si guul leh loo cusbooneysiiday |

Haddii aad u baahan tahay caawinaad dheeraad ah, waxaad nala soo xiriiri kartaa adiga oo isticmaalaya T@ngo..

3.3 FAQ: Dib u xamuul PIN 6-god ah ee la ilaaway

Haddii aadan weli gelin:

- Talaabada 1** Fur app-ka TNG eWallet, taabo "6-digit PIN" oo gali lambarkaaga taleefoon ee diiwaan gashan.
- Talaabada 2** Taabo "Forgot your PIN?"
Gali lambarkaaga taleefoon ee diiwaan gashan. Ka dibna, gali Lambarka OTP oo loo soo diray lambarkaaga taleefoon ee diiwaan gashan.
- Talaabada 3** Haddii akoonkaaga la xaqiijiyay, waxaa lagu sheegi doonaa inaad wajahada iskaanka. Haddii akoonkaaga aan la xaqiijin, waxaa lagaa codsan doonaa inaad gasho lambarkaaga ID diiwaan gashan ama jawaabta su'aasha amniga.
- Talaabada 4** Gali lambarkaaga cusub ee PIN 6-digit ka dibna waad dhammaatay!
- Talaabada 5** Fariin ayaa soo muuqan doonta markii lambarkaaga cusub ee PIN 6-digit si guul leh loo cusbooneysiyyay.

Haddii aad weli ku jirto:

- Talaabada 1** Fur app-ka TNG eWallet oo taabo "Profile" oo xigto "Security".
- Talaabada 2** Taabo "Change 6-digit PIN" ka dibna gali lambarkaaga hadda ee PIN 6-digit.
- Talaabada 3** Gali lambarkaaga cusub ee PIN 6-digit. Fariin ayaa soo muuqan doonta markii lambarkaaga cusub ee PIN 6-digit si guul leh loo cusbooneysiyyay.

Haddii aad weli ku jirto (Hilmaamtay PIN 6-digit kaaga hadda):

- Talaabada 1** Fur app-ka TNG eWallet oo taabo "Profile" oo xigto "Security".
- Talaabada 2** Taabo "Change 6-digit PIN" ka dibna "Forgot your PIN?"
- Talaabada 3** Haddii akoonkaaga la xaqiijiyay, waxaa lagu sheegi doonaa inaad wajahada iskaanka. Haddii akoonkaaga aan la xaqiijin, waxaa lagaa codsan doonaa inaad gasho lambarkaaga ID diiwaan gashan ama jawaabta su'aasha amniga.
- Talaabada 3** Markaad dhamayso, gali lambarkaaga cusub ee PIN 6-digit. Fariin ayaa soo muuqan doonta markii lambarkaaga cusub ee PIN 6-digit si guul leh loo cusbooneysiyyay.

Haddii aad u baahan tahay caawinaad dheeraad ah, waxaad nala soo xiriiri kartaa adiga oo soo buuxinaya webform-ka oo dooranaya Nooca Taageerada sida 6-digits PIN / Su'aalaha Amniga.

3.4 FAQ: Joojinta akoonka TNG eWallet ee xubin qoys oo geeriyooday

Android ka:

Waxaad wakhti kasta, joojin kartaa akoonkaaga TNG eWallet. Haddii aad leedahay lacag hadhaaga ah akoonkaaga, waa inaad hubisaa inaad bixiso faahfaahinta saxda ah ee akoonka bangiga ee Malaysia oo diiwaan gashan ee First-Party iyo macluumaadka kale ee loo baahan karo sida hoose ku qoran::

- Magaca buuxa ee sida loo diiwaan geliyay
- Lambarka kaarka UNHCR
- Magaca Bangiga ee diiwaan gashan ee Malaysia
- Lambarka akoonka Bangiga ee diiwaan gashan ee Malaysia (First-Party)

Haddii aad u baahan tahay caawinaad dheeraad ah, waxaad nala soo xiriiri kartaa kooxdeena taageerada adiga oo soo gudbinaya webform oo dooranaya Nooca Taageerada sida 'Account Status > Termination'.

iOS ka:

Waxaad joojin kartaa akoonkaaga TNG eWallet adiga oo soo gudbinaya codsigaaga gudaha app-ka. Fadlan hubi in labada hadhaaga eWallet kaaga iyo hadhaaga GO+ (haddii ay khuseyso) ay yihiin eber.

Talaabooyinka lagu joojinayo akoonkaaga TNG eWallet:

- | | |
|--------------------|---------------------------------|
| Talaabada 1 | Taabo "Profile" |
| Talaabada 2 | Taabo "General" |
| Talaabada 3 | Taabo "Delete Account" |
| Talaabada 4 | Gali PIN kaaga 6-lambar ah |
| Talaabada 5 | Taabo "Agree" ama "Maybe Later" |

Haddii aad u baahan tahay caawinaad dheeraad ah, waxaad nala soo xiriiri kartaa kooxdeena taageerada adiga oo soo gudbinaya webform oo dooranaya Nooca Taageerada sida 'Account Status > Termination'.