

## FPX Payment **FAILED** but the Bank Account Has Been **SUCCESSFULLY** Deducted!

Do not panic if you experience the problem. Please be informed that the student's statement will be updated accordingly as follow:

Payment Method	Payment Day	Payment Data Updated in the Student's Account
Bill Presentment – CIMB and BIMB	Monday – Friday	Within two business days
	Saturday, Sunday, Public Holiday	Next two business days
E-payment (FPX and Credit Card) – via MAYA	Anytime	<b>Interval Processing within 24 hours</b>
Flywire and KWSP	Anytime	Within three (3) working days from the delivery date/ Crediting date

Should it still not update within that period, you may log your ticket at <https://helpdesk.um.edu.my/>. Users are advised to check the Frequently Asked Questions (FAQ) at our official website (<https://bendahari.um.edu.my/>) to get immediate advice on the questions before submitting the new inquiries.

Thank You.

**Student & College Section**  
Financial Services Department  
Bursary

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