

FREQUENTLY ASKED QUESTIONS (FAQ)

We provide you some frequently asked questions to assist you!

REGISTRATION AND GETTING STARTED

What is E-Auction?

E-Auction is an online bidding system that gives you a better bidding experience literally from anywhere. We provide to our customer a more convenience experience on the bidding process.

Where can I access E-Auction?

You can access E-Auction from anywhere in the world provided that you have an internet connection (Wi-Fi or mobile data). You have to register for any available property that you are interested to bid online.

How can I register for the E-Auction?

You can register E-Auction via browser or mobile. To register E-Auction, follow the below steps:

1. Go to multibidauctions.com and choose "Bidder".
2. Click on the "Register as Bidder".
3. Fill in all the required details.
4. Make sure you fill all the details and check your details again.
5. Double check your e-mail address as you will receive an email for your bidding login link.
6. Attach your IC (MyKad) and Bankdraft.
7. Click the login link sent to your email to participate in the auction.

How do I know I have registered for E-Auction successfully?

We would send you an email and the login link. You need to click the link before enter the bid.

Can I use any username that I wish to use?

Your username and password will be provided automatically during registration.

Where can I go to get help with registration?

1. Go to the Multi Bid Sdn Bhd (HQ Office). Business hours are 9:00 a.m to 5:00 p.m (Monday to Friday) & 9:00 a.m to 1:00 p.m (Saturday); or
2. Call our Property Consultant at 01x-xxxxxxx
3. You can email us at multibidauctions@gmail.com ; or
4. Chat with our marketing directly by using the chat apps (WhatsApp) on the bottom corner of our website.

What are the terms and conditions?

Bidder registration and payment of auction deposit must be made latest by 5 PM, at least one (1) working day before the auction day for verification purposes. Otherwise, the Auctioneer shall have the right to reject the registration.

MY ACCOUNT & SETTINGS

Can I log in to my account with two (2) devices at one time?

No. You can access your account using one (1) device only.

I have forgotten my account username and password. What should I do?

During registration, you can retrieve your username and password. If not, you can check back your previous e-mail that you received after your registration and click the login link to participate in the online bidding session.

DEPOSIT PAYMENTS & TRANSFERS

How much of a deposit is needed to register for each auction lot?

All intended bidders are required to deposit to the Auctioneer ten per cent (10%) of the reserve price by Bank draft.

What payment methods do you accept?

By Bank draft or online banking instant transfer is allowed.

Do you have a time limit for these deposit payments and transfers?

Yes, we have. Bank draft or online banking transfer latest by 5 PM, at least one (1) working day before the auction day.

What if I failed in the bidding process, is the deposit will be refunded?

Yes, we will return back your Bank Draft and your deposit.

REFUND

How long does it take for refunds to process?

Refunds can take 1-3 working days to complete. If you deposited by online transfer, we will refund you 1-3 working days meanwhile if you deposit by bank draft, we will refund you immediately.

SERVICES

Where can I get the Proclamation Of Sale (POS)?

You need to request the POS at our website www.multibidauctions.com by going thru the desired property details page, and the admin will send you the requested POS thru email. Chat with our marketing directly by using the chat apps (WhatsApp) on the bottom corner of our website.

Where can I get the site visit of the auction property?

You can request at our marketing and sales property consultant. We can provide you with the site visit details upon request only.

Where can I get the property auction listing?

Check on our website www.multibidauctions.com for any property listings for you to browse through.

Where can I get the auction flyers?

Chat with our marketing directly by using the chat apps on the bottom corner of our website.

Do you have any channel so that I can subscribe to your property listing?

Yes, we have. You can subscribe to our Tiktok, Facebook, Instagram page and Youtube channel to see the latest property listing and interactive videos from Multi Bid Sdn Bhd. To get more property listing, go to our website and hit the property listing button.

What if during the bidding process, I have a problem with the bid now button?

You need to call our property consultant immediately for further action.