

## Frequently Asked Questions (FAQs)

- Global Banking (including Global Markets)

### GENERAL

#### 1. What is local incorporation and when will it take place?

Local incorporation involves the transfer of the Community Financial Services business from Malayan Banking Berhad, Singapore Branch (the “**Branch**”) to Maybank Singapore Limited (the “**Subsidiary**”) via a scheme of transfer under the Banking Act (the “**Proposed Transfer**”), namely the following businesses:

- Retail (personal banking, privilege wealth, premier wealth), Private Wealth
- SME - Retail, Small Medium Enterprises (RSME) Banking
- Commercial Banking (CMG)

The Subsidiary, which is an indirect wholly-owned subsidiary of Malayan Banking Berhad, has applied to the Monetary Authority of Singapore (“**MAS**”) for a full banking licence under the Banking Act with Qualifying Full Bank privileges. The Branch will continue to operate its Global Banking business (including Global Markets) in Singapore.

Subject to the necessary regulatory approvals, the Proposed Transfer will take effect from 5 November 2018 or such other date as we may notify you (the “**Effective Date**”).

#### 2. Why did Maybank decide to undergo local incorporation in Singapore?

We were named by MAS as one of seven Domestic Systemically Important Banks (D-SIBs) in Singapore. As part of the regulatory requirements, foreign banks with a significant presence in Singapore are required to locally incorporate their retail operations.

Established in Singapore since 1960, Maybank’s local incorporation signifies a further deepening of our commitment to the local community. In addition, we view Singapore as a key market and the local incorporation is an important part of our strategy to continue growing our international business to serve valued customers like you.

#### 3. How will this impact my existing accounts / relationship with the Branch?

The Branch will continue to operate its Global Banking business (including Global Markets) after the Proposed Transfer, except for Corporate Hire Purchase Accounts, Corporate Credit Cards, Factoring, Account Receivables Financing and Receivables Purchase.

All products and services under the Global Banking business (including loans/financing, deposits, Global Markets) will continue to be offered by the Branch.

The same Relationship / Account Manager will continue to service you on matters regarding your account.

## PAYMENTS AND TRANSFERS

### 4. Is there any impact on retail payments / transfers?

Following the local incorporation, the Branch and the Subsidiary will each operate under its distinct reference name. It is important for you to use the correct description and details from the Effective Date before making payments or collecting funds to ensure that your transactions are processed accordingly. For your reference, the bank details of the Subsidiary and the Branch are set out in the table below:

Description	Existing Branch • For Global Banking	New Subsidiary • For Retail (personal banking, privilege wealth and premier wealth), Private Wealth, SME - Retail, Small Medium Enterprises (RSME) Banking and Commercial Banking (CMG)
Bank Full Name	Malayan Banking Berhad, Singapore Branch	Maybank Singapore Limited
Bank Code	9636 <sup>*new</sup>	7302
SWIFT BIC	MBBESGSG	MBBESGS2 <sup>*new</sup>
FAST Bank description	Malayan Banking Berhad	Maybank Singapore Limited

Accordingly, if you are receiving a funds transfer from another bank to your account or making a payment to the Branch or the Subsidiary through:

- FAST (Fast and Secure Transfers);
- TT (Telegraphic Transfer);
- MEPS (MAS Electronic Payment System); or
- GIRO (General Interbank Recurring Order),

please select or inform the payer / remitting party to select (as the case may be) the correct **Bank Full Name | Bank Code | SWIFT BIC | FAST Bank description** with effect from the Effective Date to ensure that the transactions are processed accordingly.

### 5. When making cheque payments to the Branch or the Subsidiary, what is the payee name that we should issue the cheques to?

Payment to:	Existing Branch • For Global Banking	New Subsidiary • For Retail (personal banking, privilege wealth and premier wealth), Private Wealth, SME - Retail, Small Medium Enterprises (RSME) Banking and Commercial Banking (CMG)
Payee Name	Malayan Banking Berhad	Maybank Singapore Limited

Please ensure that your account number is clearly written on the reverse side of the cheque.

**TOUCHPOINTS / CHANNELS / PRODUCTS AND SERVICES**

Description	Details
<b>6. Customer Touchpoints / Channels</b>	
(a) <b>Relationship / Account Manager</b>	Your existing Relationship/Account Manager remains the same.
(b) <b>Retail Branches</b>	<p>The retail branches at the following locations are designated to meet our Global Banking customers' banking needs:</p> <ol style="list-style-type: none"> <li>(1) Maybank Tower</li> <li>(2) Maybank@HDBHub</li> <li>(3) Maybank@JurongEast</li> <li>(4) Maybank@JurongPoint</li> <li>(5) Maybank@MarineParade</li> <li>(6) Maybank@nex</li> <li>(7) Maybank@Tampines</li> <li>(8) Maybank@TextileCentre</li> <li>(9) Maybank@WaterwayPoint</li> <li>(10) Maybank@Woodlands888</li> </ol> <p>Within these branches, there will be a separate queue management system and counters for Over-the-Counter (OTC) services for you. Look out for the signage with the following words:</p> <p style="text-align: center;"><b>"Global Banking Malayan Banking Berhad, Singapore Branch"</b></p>
(c) <b>Business Internet Banking (BIB)</b>	<p>We will be upgrading our Global Banking customers from Business Internet Banking (BIB) to the Cash Management Services - Maybank2E (M2E) as part of our continuous commitment to improve our service delivery.</p> <p>For assistance on the application for the Maybank2E (M2E), please contact your Relationship / Account Manager.</p>
(d) <b>Multi-Function Machine (MFM- Cash Deposit Functions only) / Cash Deposit Machine (CDM)</b>	Deposit services will be available at the designated retail branches listed in (b) above.

<b>(e) Fast Cheque Deposit Box</b>	<p>The fast cheque deposit boxes for Global Banking customers will be available at the designated retail branches listed in (b) above.</p> <p>Please drop your cheques at the fast cheque deposit boxes that are labelled as follows:</p> <p style="text-align: center;"><b>“Malayan Banking Berhad, Singapore Branch (For Global Banking Accounts Only)”</b></p>
<b>(f) Trade Operations Centre at Textile Centre / TradeConnex System</b>	<p>The usual support will be available at our Trade Operations Centre. For your convenience, we strongly encourage you to apply for our TradeConnex System so that you can submit your applications electronically.</p> <p>For assistance on the application for TradeConnex System, please contact your Relationship / Account Manager.</p>
<b>(g) Maybank2E (M2E)</b>	<p>Access to this service remains the same.</p>
<b>Products and Services</b>	
<b>(h) Current accounts, Time Deposits (Fixed Deposits), Loans/Financing</b>	<p>All your existing Maybank account numbers will remain the same.</p>
<b>(i) Cheque Book</b>	<p>We will issue new cheque book(s) bearing the new bank code of the Branch <b>(9636)</b> to all our Global Banking customers one month before the Effective Date. If you do not receive your new cheque book(s), please contact your Relationship / Account Manager.</p>
<b>(j) GIRO accounts and Standing Instructions</b>	<p>Your existing GIRO and Standing Instructions remain the same.</p>
<b>(k) Trade Finance Services</b>	<p>Revised Trade Finance Application forms will be available on our website from the Effective Date.</p>

## OTHERS

### 7. Where can I find out more information about this local incorporation?

Please visit our website <http://info.maybank2u.com.sg/> for more information. If you have a Relationship / Account Manager, you can approach him / her directly on your queries.