

Frequently Asked Questions (FAQs)

Q: Who can enjoy these Start Digital solutions?

A: All new or existing Maybank customers who meet the following eligible criteria set by ESG are qualify to apply:

- Your company is registered and incorporated in Singapore
- Minimum 30% local shareholding by Singapore Citizens or PR
- Have an annual sales turnover (at group level) of not more than \$100 million or employment size not exceeding 200 employees
- First time applicant for the SME Digital package and is currently not using any identical solutions

Q: How do I enjoy the various digital solutions from Maybank Start Digital Package?

A: Simply choose any **2** digital solutions from the three categories (namely Business Efficiency, Sales Generation and Cybersecurity) to enjoy the promotions indicated and click on the “**Apply Now**” button. The respective solution providers will then contact you within 3 working days to activate your account.

Q: Can I apply for more than two solutions?

A: Yes, you can. However, there will be no subsidised subscription rates for the 3rd solution onwards.

Q: Who shall I contact if I do not hear from the solution providers within 3 working days from the submission of my application?

A: You may drop us an email at SG.startdigitalmaybank@maybank.com or call our **Business Banking Hotline** at **1800-777 0022** (9am to 6pm, Mondays to Fridays, excluding Public Holidays).