

FREQUENTLY ASKED QUESTIONS

Discontinuation mailing of yearly Time Deposit Statement

1) Why are we discontinuing the mailing of Time Deposit Statement?

As part of Maybank's efforts on environmental sustainability, we are committed towards reducing paper consumption. As a result of this commitment, we will stop the mailing of paper statement with effect January 2022.

2) When is it effective?

It will take effect from January 2022.

3) Who are the affected?

Customers (both Individual & Non-individual) who are holding Time Deposit with Maybank Singapore:

- Singapore Dollar Time Deposit
- Singapore Dollar Privilege Plus Time Deposit
- Foreign Currency Time Deposit
- iSAVvy Time Deposit
- iSAVvy Foreign Current Time Deposit
- Singapore Dollar Term Deposit-*i*
- Foreign Currency Term Deposit-*i*

4) How can I request for a Time Deposit statement?

Customers can request for an ad-hoc Time Deposit statement by visiting any of our Branches.

Kindly take note of the fees applicable:

Statement/Document Request	
Dated less than 1 year ago	S\$20 per month/ statement/ document
Dated between 1 to 3 years ago	S\$30 per month/ statement/ document
Dated more than 3 years ago	S\$50 per month/ statement/ document

For more information on fees and charges: <https://www.maybank2u.com.sg/en/bank-charges/sg-loans-others/miscellaneous.page?>

5) Can I view my TD accounts online?

Yes, you can view your active Time Deposit placements online in Online Banking or Mobile Banking