

EDP and EDP+ FAQs

1. What are EDP and EDP+?

EDP and EDP+ are two new e-payment solutions that complement existing e-payment services such as PayNow, FAST, GIRO and MEPS+. Specifically, EDP and EDP+ can be used to make deferred payments in place of cheques.

The key difference between these solutions lies in when funds are deducted from the payer's account:

- a) **EDP:** Funds are deducted from the payer's account only when payee requests payment, i.e. upon presentment of the EDP.
- b) **EDP+:** Funds are deducted immediately from the payer's account upon issuance of the EDP+, ensuring the amount cannot be used for other transactions. This reduces the risk of non-payment due to insufficient funds in the payer's account, providing greater assurance to both payer and payee as compared to EDP.

2. What are some instances that I can use EDP and EDP+?

For payers, EDP and EDP+ can be used to make deferred payments and indicate an intent to pay without the need for a physical cheque.

While FAST and PayNow remain suitable for instant and same-day transactions, EDP and EDP+ are designed for scenarios that require deferred payments or refundable deposits.

Use case examples of EDP and EDP+:

- a) Companies
 - i. Supplier payments
 - ii. Deposit for project tenders
 - iii. Deposit for property purchases (e.g. condo roadshows where buyers issue a cheque for the deposit but the developer only deposits those that have been balloted)
- b) Individuals
 - i. Option to purchase for property
 - ii. Rental payments
 - iii. Deposit for purchases
 - iv. Deposit for quotation of work

3. What are the benefits of using EDP/ EDP+?

Benefits of using EDP/EDP+ for your business:

- Status Updates: Both payer and payee receive real-time updates on status changes
- Full Traceability: Clear visibility of when and why a payment was made, from whom and to whom
- Ease of Reconciliation: Simplified reconciliation process for accurate record-keeping
- Reduced Administrative costs: Minimised manual paperwork, tracking and associated costs
- Sustainability: Eliminates the need for paper cheques

4. Who can use EDP and EDP+?

EDP and EDP+ are available 24/7 to all Maybank customers with digital banking access. Corporate customers can conveniently access them through Business Internet Banking (BIB).

5. Which banks offer EDP and EDP+?

At launch, EDP and EDP+ are available via the digital banking platforms of seven banks: Maybank Singapore Limited, Malayan Banking Berhad (Singapore Branch), Citibank, DBS, HSBC, OCBC, Standard Chartered, and UOB. You can issue or receive EDP and EDP+ payments using PayNow proxies such as mobile number, NRIC/FIN, UEN, or account number registered with any of these banks.

However, Standard Chartered Bank can only accept EDP/EDP+ payments after 31st July 2025. Please issue EDP/EDP+ payments after 31st July 2025 or other e-payment methods i.e. PayNow, FAST, GIRO, MEPS.

6. Can I use EDP or EDP+ to pay government agencies or businesses?

Yes, you can use EDP or EDP+ to pay any payee, including government agencies and businesses as long as they have a valid PayNow proxy or account number registered with any of the participating EDP/EDP+ banks.

Please ensure that your payee has access to digital banking, as they will need to present the EDP or EDP+ online to receive the payment.

7. I am a USD cheque user. Can I issue USD EDP or EDP+?

For now, EDP and EDP+ are available for domestic payments in SGD.

USD cheques will remain available for both retail and corporate banking customers for payments in USD.

8. Is there a transaction limit for EDP and EDP+?

Yes, a transaction limit applies to EDP and EDP+ to help safeguard your online banking security. The transaction limit will be deducted at the point of EDP or EDP+

issuance, not on the presentment date. You can view your available limit via BIB under 'Transfers & Payment' > 'Payments via EDP/EDP+' > 'Transaction Limit'.

9. How do I issue payments via EDP/EDP+?

Follow the steps below to issue a payment via EDP/EDP+:

- On Business Internet Banking:
 - i. Go to 'Transfers & Payment' > 'Payments via EDP/EDP+' > then select 'New EDP/EDP+'
 - ii. Choose 'New Payee' or select a payee from your payee list
 - iii. Enter necessary transaction details
 - iv. Choose EDP or EDP+ as the payment type
 - For EDP, you can set an effective date up to 6 months in advance
 - For EDP+, the effective date is fixed and cannot be changed
 - v. Review and authorise transaction when prompted
 - vi. To save the payee for future payments, click 'Add' on the confirmation page

Please maintain a sufficient balance in your account from the effective date until the EDP is presented, to avoid unsuccessful presentment.

10. How do I receive payments via EDP/EDP+?

To receive the payment, follow the steps below to present the EDP or EDP+:

- a) On Business Internet Banking:
 - i. Go to 'Transfers & Payment' > 'Payments via EDP/EDP+' > then select 'Manage Inward Transactions'
 - ii. Select 'Credit To Account', 'Type', 'Transaction Status' > choose 'Pending Presentment' and 'Transaction Period', then click 'Filter'
 - iii. Select a transaction and click 'Present' on the Effective Date
 - iv. Authorise transaction when prompted
 - v. Funds will be credited within 2 business days upon successful presentment

11. Can I schedule recurring EDP/EDP+ payments?

No. EDP and EDP+ support only one-time payments.

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13. What is Auto-Presentment?

Auto-Presentment is a feature that automatically presents an EDP or EDP+ on its effective date, so you do not have to manually present it online to receive the payment. You can manage Auto-Presentment settings via 'Admin' > 'Manage EDP/EDP+' > 'Auto-Presentment'.

Please note that Auto-Presentment applies only to EDP/EDP+ received **after** it has been enabled for the selected receiving account. For existing EDP or EDP+ received **before** enabling Auto-Presentment, you will need to manually present them on or after their effective date to receive the payment.

14. How long does it take to receive funds after the presentment?

Upon successful presentment of an EDP or EDP+, you will receive the funds within 2 business days.

15. What should I do if I do not receive the funds after 2 business days?

If you do not receive the funds after 2 business days, please contact us at Maybank2u SG website > CALL US for assistance.

16. Will EDP/EDP+ transactions expire?

Yes. EDP/EDP+ transactions will expire six months after their effective date if they are not presented.

17. What should I do if I do not want to accept the EDP or EDP+?

If you prefer not to accept the EDP or EDP+, please do not present it. The EDP or EDP+ will automatically expire 6 months after its effective date if no presentment is made.

If you have enabled Auto-Presentment, please cancel the EDP or EDP+ promptly via Business Internet Banking > 'Payments via EDP/EDP+' > 'Manage Inward Transactions' to prevent automatic presentment.

18. Can I cancel an EDP or EDP+ as a payer?

Yes, you can cancel an EDP as long as it has not been presented by your payee. However, only the payee can cancel EDP+. If you need to cancel an EDP+, please contact your payee directly.

19. What should I do if I have issued an EDP+ to the wrong payee?

If you have issued an EDP+ to the wrong payee, please contact us at Maybank2u SG website > CALL US for assistance.

20. What are the key dates associated with EDP and EDP+ transactions?

- a) Issuance Date: The date on which the payer issues the EDP or EDP+.
- b) Effective Date: The earliest date the payee can present the EDP or EDP+ to receive the payment:
 - For EDP, the date is set by the payer, and can be from 1 day after the issuance date, up to a maximum of 6 months.
 - For EDP+, the date is fixed to 1 day after the issuance date.
- c) Presentment Date: The date the payee presents the EDP or EDP+ to receive the payment.
- d) Cancellation Date: The date on which the EDP or EDP+ is cancelled, provided it has not yet been presented or expired.
- e) Expiry Date: The date the EDP or EDP+ expires, which is 6 months after its effective date, if the EDP or EDP+ remains unpresented.

21. What should I do if I can't view the incoming EDP/EDP+ through Business Internet Banking (BIB), even though I have received the notifications?

Please contact us at Maybank2u SG website > CALL US for assistance.

For investigation, provide the SMS and email notifications content you have received and the details of the incoming EDP and EDP+ transaction.

Information is updated and correct as at 28 July 2025.

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