

## FAQ - Waiver of Fall-Below Bank Account Service Fees

In view of the evolving COVID-19 situation, we may revise the FAQ to align with regulatory updates, if any.

No	Questions	Answers
<b>General Queries on the Waiver Of Fall-Below Bank Account Service Fees</b>		
1	What is the Waiver Of Fall-Below Bank Account Service Fees?	Personal banking customers whose incomes are impacted by COVID-19 and are unable to meet the minimum average daily or monthly balances for their respective retail bank accounts can apply to have fall-below service fees waived.
2	How long is the waiver period?	From 6 May 2020 to 31 December 2020.
3	I have more than 1 bank account with Maybank, can I request waiver for all the accounts?	Yes, you can request for waiver of the fall-below service fees for all your personal Savings and Current Accounts.
4	I have a joint account with Maybank, can I request for the fee waiver?	Yes, you may do so.
5	What type of bank accounts are eligible for waiver of the fall-below service fees?	<p>Types of accounts that are eligible</p> <p>Savings Accounts</p> <ul style="list-style-type: none"> <li>▪ iSAVvy Savings Plus Account</li> <li>▪ iSAVvy Savings Account</li> <li>▪ Passbook Savings Account</li> <li>▪ Privilege Plus Savings Account</li> <li>▪ SaveUp Account</li> <li>▪ Savings Account-i</li> <li>▪ Ar Rihla Regular Savings Account-i</li> <li>▪ PremierOne Account-i</li> <li>▪ iSAVvy Savings Account-i</li> <li>▪</li> </ul> <p>Current Accounts</p> <ul style="list-style-type: none"> <li>▪ Foreign Currency Current Account</li> <li>▪ PremierOne Current Account</li> <li>▪ Foreign Currency Current Account-i</li> </ul>
<b>Eligibility</b>		
6	Am I eligible?	<p>You are eligible if</p> <ul style="list-style-type: none"> <li>▪ you have Maybank deposits accounts</li> <li>▪ your income have been impacted by COVID-19 situation</li> </ul>
7	How do I apply?	You can call 1800-629 2265 / (65) 6533 5229 (Overseas) to request for the fee waiver.