

# Business Internet Banking (BIB) FAQs

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## General

### 1. How do I apply for Business Internet Banking (BIB)?

Please visit any of our Maybank Branches in Singapore and speak to our Relationship Managers or contact your Account or Relationship Managers to apply for BIB.

The following documents are required for application:

- [BIB Application Form](#)
- Company Mandate

If in doubt, please contact your Relationship/Account Manager or call us on Business Banking hotline at 1800-777-22 or 6777-0022.

### 2. Are there any charges for using BIB?

While there is currently no charge for subscribing to the service, fees and charges do apply for various transaction services. Our fees are among the most affordable in the local market. Kindly visit our [website](#) for the latest charges.

### 3. Can I access BIB from overseas?

Yes. The Authorised Users can access BIB anywhere in the world, from any computer that has Internet connectivity and a compatible browser.

### 4. Is BIB available 24 hours?

Yes, BIB is available to you 24/7 wherever you may be.

However, Transaction Services may be subject to the respective timing restriction, please read about the services available through BIB.

### 5. Do I need to install any special software?

No. You do not need to install any special software to access BIB as long as you have a compatible browser such as:

- Google Chrome
- Microsoft Edge
- Safari

BIB was developed specifically for Windows 7, Mac OS X 10.2 and newer versions. Other operating systems may not be compatible.

### 6. How do I update or change my BIB details?

You can update or change your details by submitting the [Business Internet Banking Maintenance of Administrator Form](#).

## Privacy & Security

### 1. Is Business Internet Banking (BIB) secure?

At Maybank, we have invested in the most secured encryption technology (128-bit Secure Sockets Layer or SSL) to safeguard your information and transactions transmitted over the Internet.

In addition to SSL encryption, we also authenticate your unique Access ID and PIN upon login. Both are needed together for access to your company account information. Two Factor Authentication (2FA) by way of One-Time Password (OTP) from the Security Token is required for every login. For most of the transactions, OTP is also required as an additional authentication. We have also included a security feature that automatically terminates your Maybank Internet Banking session after a period of inactivity.

### 2. Do I need to upgrade my browser to ensure that information transmitted is encrypted?

Most modern web browsers already support encryption by default using protocols like HTTPS. This ensures information transmitted between your computer and our bank's servers is scrambled and unreadable by anyone else.

However, for optimal security, we recommend using the latest version of your preferred browser. Updates often include security patches that can further protect your information. You can check for updates by going to your browser's settings menu.

### 3. How can I further ensure that transaction information conducted over [Maybank2u.com.sg](https://www.maybank2u.com.sg) (Online Banking) is kept confidential?

Please visit our [Security Advisory](#) page for tips on how to protect your computer and Online Banking safe practices.

### 4. What precautions can I take to protect my PIN and password and the Security Token?

- Keep your Access ID and PIN confidential. We would advise that you memorise your PIN and avoid keeping any written record.
- Do not disclose your PIN to anyone, even to someone claiming to be from the Bank. Maybank staff will never require your PIN under any circumstances.
- When you login to [Maybank2u.com.sg](https://www.maybank2u.com.sg) for the first time, you will be required to choose your own Username and Password. Do not use easy or obvious passwords such as your NRIC number, telephone number, etc.
- Keep your Security Token under lock and key when not in use.
- Change your password regularly.
- Always remember to logout from [Maybank2u.com.sg](https://www.maybank2u.com.sg) when you leave your PC.

### 5. How can I tell if the Internet banking page is the real Maybank site?

We strongly recommend that you access Business Internet Banking (BIB) by entering our website address [www.maybank2u.com.sg](https://www.maybank2u.com.sg) directly into the address field of your browser. For more security tips, please visit our [Security Advisory](#) page.

### 6. What should I do if I suspect someone is accessing my Business Internet Banking (BIB) accounts?

You should report to us immediately on Business Banking hotline at 1800-777-0022. You should also change your password immediately to ensure your account is not further breached.

### 7. How can I change my password?

You can change your password by accessing "Customer Services" > "Change Password" within Business Internet Banking (BIB).

### 8. What will happen if I forget to log out or leave my computer idle for a period of time?

For security reasons, there is a session time out where the system will automatically log you out if you leave the computer idle for a period of time.

**9. What happens when my computer crashes or I get disconnected from the Internet by accident? How will I know that the payment or the transaction is effected?**

You may login to Maybank2u.com.sg (Online Banking) again to check your transaction history or contact us on Business Banking hotline at 1800-777-0022 to confirm whether your instructions have been received by us.

**10. Why is Maybank sending out SMS and Email Notifications for Business Internet Banking (BIB) transactions? What kind of transactions will trigger these notifications? Do I need to apply for this service?**

This is to provide you timely updates on your account activities and enable you to act swiftly in the event of suspicious or fraudulent transactions. For your convenience, the Bank will send these notifications automatically to all new customers from July 2020 onwards.

The table below shows the various transactions that you will receive the notifications for:

Transaction Description	Default Threshold	SMS	Email
Credit Card Payment	SGD 10,000	✓	✓
Funds Transfer to Account Number or PayNow ID	SGD 10,000 <sup>^</sup>	✓	✓
APS+ and OBG*	Any Amount	✓*	✓
Maybank Overseas Transfer (Malaysia)	SGD 10,000 <sup>^</sup>	✓	✓
Telegraphic Transfer*	Any Amount <sup>^</sup>	✓*	✓
Cashier's Order*	Any Amount	✓*	✓
Scheduled/Recurring Transactions*	Any Amount	✓*	✓*
Add Payee*	-	✓*	✓*

(\*) You cannot opt-out from receiving notifications for these transactions.

(<sup>^</sup>) For sole proprietor, the default threshold is SGD 100 for these transactions.

**11. As an existing customer, what should I do to ensure I am enrolled for the SMS and Email Notifications service?**

For existing customers, it is your responsibility to ensure that you have provided us at least one valid mobile phone number and an email address for receiving alerts, notifications and Transactions Signing Codes. Should you need to update your contact details, please update us via the [BIB Maintenance Form](#). If you wish to change the notification threshold, please update us via this [Change in Notification Request Form](#).

**12. How will the different SMS alerts appear on my mobile?**

Authorised persons may receive SMS notifications\* from the sender ID "MaybankSG" for transaction alerts. These SMS notifications are for informational purposes only. Do not reply to the SMS messages. Maybank will never ask you to transfer funds online for payments to any account. You may login to Maybank2u.com.sg (Online Banking) > Login > [Business Internet Banking](#) to check your transaction history or contact us on Business Banking hotline at 1800-777-0022 to confirm whether your instructions have been received by us.

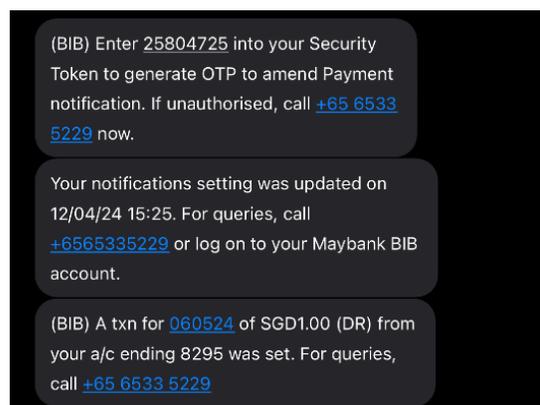
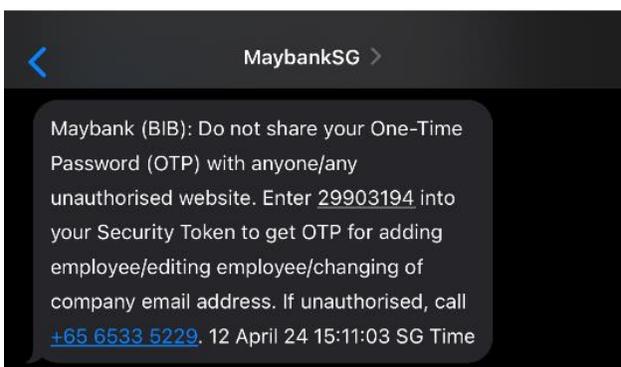
- 13. Will I receive the SMS notifications if I am overseas?**  
You may receive SMS notifications when you are overseas. Please note that international roaming is necessary to receive SMS notifications while overseas. Check with your service provider for details and potential charges.
- 14. Can my company change the mobile number to an overseas number?**  
Yes, you may change the number to an overseas number.
- 15. We received notifications for a transaction that we did not perform. What should we do?**  
If the transaction is not performed by you or suspected to be fraudulent, please contact us at (65) 6533 5229 immediately. Do not reply to the system-generated SMS and Email Notifications.
- 16. Does my company have to pay for these Notifications service?**  
This service is provided to you free-of-charge.  
  
However, if you are travelling and on a roaming network, your mobile service provider may charge you for receiving any incoming SMS depending on your mobile subscription plan. Find out more information with your mobile service provider.
- 17. Can my company claim from Maybank on the fee charged for the SMS notifications that I receive in the form of local/overseas SMS?**  
No, Maybank is offering this mandatory SMS and Email notifications for free. In event if you are charged for the SMS notifications, this is likely to be imposed by your mobile service provider. Hence, Maybank will not be liable for these charges and will not reimburse the fees for receiving such SMSes.
- 18. I am not a Maybank BIB user. Why am I receiving these SMS notifications?**  
If you are not a BIB user but received the SMS notification, please contact us at (65) 6533 5229 immediately. This could be your mobile number being an outdated or recycled number.
- 19. Can my company opt for either SMS or Email Notifications?**  
You may opt-out from receiving SMS and/or email notifications for selected services. Please update us via this [request form](#).
- 20. Why didn't my company receive the Email Notifications even though we had performed the related transactions?**  
If you do not receive any emails, please check your spam folder and your email address is updated with the bank.

## SMS Transaction Signing Code FAQs

- 1. What is SMS Transaction Signing Code?**  
SMS Transaction Signing Code is an 8-digit SMS code sent to your mobile phone number registered with the Bank when you add a new payee or perform a fund transfer of more than SGD 50,000. The 8-digit SMS code needs to be keyed into the New Security Token for the latter to generate a 6-digit One Time Password to complete the transaction.
- 2. How does this SMS Transaction Signing Code benefit me?**  
This new security feature prevents unauthorised transactions being performed on your account without your knowledge.
- 3. What will happen to the existing payees that have been added?**  
You can still continue to use the existing payees previously added to perform the selected online banking transactions.

4. **Who will be receiving the SMS Transaction Signing Code?**  
The SMS Transaction Signing Code will be sent to all the mobile phone numbers registered with the Bank when you perform selected BIB transactions.
5. **What if the SMS Transaction Signing Code is not received upon performing the related transactions?**  
There is a button on the screen to request for a new SMS Transaction Signing code.
6. **How would the SMS Transaction Signing Code appear on my mobile phone?**  
Maybank (BIB): Do not share your One-Time Password (OTP) with anyone/any unauthorised website. Enter [8-digit code] into your Security Token to generate OTP for adding [Payee Name] with a/c ending [1234] as a payee of Funds Transfer. If unauthorised, call +65 6533 5229. DD/MM/YY HH:MM:SS SG Time

Some examples below:



7. **How do I register/update my mobile phone number with the Bank?**  
You may fill this [update form](#) and submit to the Bank for processing. Please allow at least 5 business days for the records to be updated.

## Approval Mandate

1. **Who are the Authorised Users?**  
The company can assign Authorised Users to transact on its behalf - it can be a simple account enquiry, initiating a transaction for approval or an approval mandate to approve a financial transaction or a combination of all.
2. **How does the company assign Authorised Users?**  
The company needs to pass a Resolution or Mandate approving the Company's subscription to Business Internet Banking (BIB). In the Resolution/Mandate, the company will establish the Authorised Signatory for submitting the prescribed application to Maybank and list the name of Authorised Users for the initial application.

Through the application, the company will:

- Select the desired services
- List the selected accounts to be linked for the desired services
- Define the User Control option (Single or Dual Control)
- Authorise the Approval Mandate (Simple Mandate or Customised Mandate)

Simple Mandate

- Any 1 or 2 or 3 Authorised Users to approve all transaction amounts for all linked accounts

- Customised Mandate
- The company may group the Authorised Users up to 3 groups, Group A, B and C. Define up to 3 transaction amounts, up to 6 linked accounts, and up to 2 Customised Mandates.
- In each of the Customised Mandates, the company can assign multiple combinations of the number of Authorised Users from each group required to approve each of the transaction amounts
- Assign Authorised User(s) to the desired services and the selected linked accounts Define the Approval role of the User (for Creation or for Approval).

## Activate Access ID

### 1. Why am I not able to login to Maybank2u.com.sg?

One of the reasons could be that your Access ID for Business Internet Banking (BIB) service is not yet activated. When you applied for the BIB service, a package which contains your Access ID, PIN, Security Token and Acknowledgement Letter would have been sent to you.

As part of Maybank's policy to protect the interest of our customers when using our BIB service, your Access ID will only be activated after we receive your Acknowledgement Letter, duly completed and signed.

### 2. How do I activate my Access ID? When can it be activated?

#### Option 1

Please complete and sign on the Acknowledgement Letter and mail it to the following address:

#### **MAYBANK**

Payments & Services Centre 2 (KOVAN)  
ROBINSON ROAD P.O. BOX 479  
Singapore 900929

Your Access ID will be re-activated 5 business days after you send the Acknowledgement Letter. Please allow an additional 5 to 10 business days if you are mailing it from an overseas location.

#### Option 2

Please submit the completed and signed Acknowledgement Letter at any of our 19 Branches. Your Access ID will be re-activated on the next business day.

### 3. I have misplaced the Acknowledgement Letter. How do I get a replacement?

Yes, simply click here (PDF) to get a soft copy of the Acknowledgement Letter.

### 4. How do I login again after my Access ID is activated?

Simply visit [www.maybank2u.com.sg](http://www.maybank2u.com.sg) and proceed as follows:

- Select "First Time Login"
- Read the Terms and Conditions and click "Accept" to continue
- Enter your Access ID and PIN
- Click "Activate"
- Select a new Password\* for your subsequent logins and click "Register".

Previously nominated Username will appear after you enter your Access ID and PIN.

## Login Problems

1. **When attempting to login to Business Internet Banking (BIB), I got the message "Error code: 0038".What should I do?**  
Please call us on Business Banking hotline at 1800 777 0022 and let us know the error code.
2. **When attempting to login to BIB, I got the message "Error code: 5002. Your account is not active. Please contact the helpdesk." What should I do?**  
Please call us on Business Banking hotline at 1800 777 0022 and let us know the error code.
3. **What should I do if I still have problems when I login to Maybank2u.com.sg?**  
Please contact us on Business Banking hotline at 1800 777 0022.
4. **I have forgotten my Username/Password/1st Time PIN. What should I do?**  
Authorised user(s) may retrieve their Username and/or reset their Password by applying for a new Access ID and PIN via the following methods.

**Step 1:** Complete the [User Administration Form](#) in person to any of our 19 Branches in Singapore or mail the form to:

**MAYBANK**

Payments & Services Centre 2 (KOVAN)  
ROBINSON ROAD P.O. BOX 479  
Singapore 900929

**Step 2:** With your new **Access ID** and **PIN** for **Business Internet Banking (BIB)**

- The authorised user(s) is to sign the Acknowledgement Letter and mail it back to PSC - Kovan
- Your Account(s) will be activated 5 working days after you mail out the Acknowledgement Letter (if within Singapore); please allow additional 5 to 10 working days if you are mailing it from an overseas location.

**Step 3:** After 5 business days, please proceed to [www.maybank2u.com.sg](http://www.maybank2u.com.sg).

- I. Click on the "Login" icon at the top right corner of the main landing page.
- II. Then, click on "First Time Login" web link at the top left corner of the login page.
- III. Click on "Download Internet Banking Services Terms and Conditions (PDF Format)". Read the Terms and Conditions and click the "Accept" button to proceed.
- IV. Enter the 8-digit Access ID.
- V. Enter the 6-digit PIN. The picture of the Security Token will only be displayed if both the Access ID and PIN are keyed in correctly.
- VI. Click "Activate". You will be directed to a login page where your existing Username will be displayed; please remember this Username for subsequent login.
- VII. Click "Confirm".

For subsequent login, go to website [www.maybank2u.com.sg](http://www.maybank2u.com.sg)

- I. Click on the "Login" icon at the top right corner of the main landing page.
- II. Key in your Username and Password.
- III. Enter the OTP obtained from your Security Token.
- IV. Proceed with your online transactions.

5. **Can I reset my Access ID and request for issuance of a new PIN using other means, e.g. email?**  
No. For security reasons, reset of Access ID and request for issuance of new PIN to retrieve forgotten Username and reset of Password for the Authorised User can only be done via User Administration Form duly signed by the Authorised Signatory(s) of the company. This is in line with industry practice.

## Online Enquiry Services - Account Enquiries

### 1. What accounts can the Authorised User access on Business Internet Banking (BIB)?

The Authorised User can access the latest information on the following accounts:

#### Deposits

- Current Account (both Singapore Dollar and Foreign Currency)
- Time Deposit (both Singapore Dollar and Foreign Currency)

#### Loans

- Term Loan
- Overdraft
- Financing

### 2. What is "Transaction Downloading"?

This feature is a useful tool that enables you to export the latest transactions (up to the last 90 days) into a Microsoft Excel format for purposes of account reconciliation and monitoring even before you receive your month-end statement.

## Inward Remittance Detail Enquiry

### 1. What is Inward Remittance Detail Enquiry?

It is a free online service that provides detailed information on the inward remittance transactions credited to your Maybank account.

To view the latest inward remittance transactions via [Maybank2u.com.sg](http://Maybank2u.com.sg), simply follow the steps below:

Step 1: Login to [Maybank2u.com.sg](http://Maybank2u.com.sg) (Online Banking)

Step 2: Click on **Inward Remittance Detail Enquiry** to view the transactions

### 2. How far back can I view my historical inward remittance transactions?

You can view your inward remittance transactions up to the last 90 days.

### 3. What types of transactions can be viewed under Inward Remittance Detail Enquiry?

You can view all inward telegraphic transfer transactions via SWIFT in this online service

### 4. What are the details available for viewing in the Inward Remittance Detail Enquiry service?

The Authorised User(s) of business account(s) can view the following details

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**4. What are the details available for viewing in the Inward Remittance Detail Enquiry service?**

The **Authorised User(s)** of business account(s) can view the following details

a)	Credit Date	Date when funds are credited into your Maybank account
b)	Sender's Details	Remitter's Name and/or Address
c)	Amount Remitted	Amount (in S\$ or Foreign Currency) received by Maybank from the Remitting bank
d)	Amount Credited	Amount credited into your Maybank account, which will be in the same type of currency as your Maybank account.
e)	Remittance Fees / Charges	Applicable charges levied by Maybank on the amount remitted, which will be in the same type of currency as your Maybank account
f)	Remarks	Optional details keyed in by the Sender e.g. invoice

**5. How do I apply for Inward Remittance Detail Enquiry?**

This service is available to all Authorised Users who have enrolled for the "Account Enquiry" service under [Maybank2u.com.sg](http://Maybank2u.com.sg) (Online Banking).

## Online Transaction Services - Stop Payment of Cheque

**1. Who can request for a stop payment of cheques?**

Any of the Authorised Users with authority to approve the request can do this.

Note: The Approval mandate for approval of transaction does not apply to stop payment of cheques.

**2. When will the request for stop payment of cheques be effective? Is there a cut-off time for making the request?**

The request can be made any time, and will be effective the moment you click on the "Confirm" button, provided the cheque(s) has not been paid.

**3. How many cheques can be included in a request? Are there any service fees?**

The approving authority can request for stop payment of a cheque subject to a charge of S\$20 per cheque per request. If the request is for a range of cheques of continuous cheque numbers, the fee payable is S\$20 for each of the cheques.

## Local Funds Transfer

**1. Can the company transfer funds to another company's or individual's account?**

Yes, the company can transfer funds to another company's or individual's account maintained with Maybank or other banks in Singapore

**2. Can the company make a loan payment through Funds Transfer?**

No. At this point, Funds Transfer does not support loan payment.

**3. Must the Authorised User re-enter payee's name and account details for every fund transfer made to the same 3rd-party payee?**

No, the Authorised User can register payees to receive regular fund transfers from the company, using the "Update Payee Account List" function, under "Funds Transfer".

### Payee accounts with Maybank

Authorised User can register up to 20 Maybank accounts as payees to receive fund transfers on a regular basis.

### Payee accounts with other banks

Authorised User can register up to 16 payees with accounts maintained with other banks to receive the company's fund transfers sent via Business Internet Banking (BIB).

**4. What is the purpose of "Update Payee Account List"?**

"Update Payee Account List" allows the Authorised User to register and delete your company's regular 3rd-party payee accounts with Maybank or other banks.

**5. Can the company make a fund transfer without setting up new 3rd-party payee account(s) in the Update Payee List?**

As a security measure, you are required to set up new 3rd-party payee accounts the Update Payee List before you can make a fund transfer.

**6. How can we keep a record of our successful transactions?**

The Authorised User can execute the following command of to print out the transactions shown on the

screen:

- Go to "File"
- Select "Print"

Alternatively, the Authorised User may view the company's transaction history for the last 30 days by accessing "View Transaction History" under "Funds Transfer".

**7. What is the maximum amount for 3rd-party funds transfers per day?**

For Sole Proprietorship, the aggregate maximum funds transfer amount is S\$1.0 million per day for 3rd-party funds transfer within Maybank or accounts with another bank in Singapore.

For other types of businesses, the aggregate maximum funds transfer amount is S\$5.0 million per day for 3rd-party funds transfer within Maybank or accounts with another bank in Singapore.

## Funds Transfer via FAST

**1. What is FAST?**

FAST (Fast And Secure Transfers) is a new electronic funds transfer service which allows customers to use an Internet banking account at a participating bank to transfer funds to another participating bank almost instantly. Customers will be able to transfer funds almost instantaneously from one bank to another bank, compared to 2 to 3 working days for eGiro and cheques. FAST will be available 24/7 and is limited to funds transfers within Singapore.

**2. Which are the participating banks for FAST?**

You may wish to refer to [ABS website](#) for full listing of the participating banks.

**3. What are the benefits of FAST compared to eGIRO/MEPS?**

FAST benefits include:

- a. Almost immediate transfer/receipt of funds
- b. Available anytime: 24x7, 365 days a year

**4. How can I perform FAST transactions?**

You will be able to perform FAST transactions via our Business Internet Banking platform.

**5. How do I know that the transfer is successful?**

You will be notified on the status of the FAST transaction online, whether it is successful or unsuccessful, once the transaction is completed. If the transaction is unsuccessful, there will also be an error message and error code displayed online to inform customers.

**6. Why is it that the system indicates that the transfer is successful but the recipient has not received the funds?**

If the system shows that the transaction is "Successful", it means that the funds have been remitted out from the Maybank account to the receiving bank. Hence, please inform the recipient to check with the receiving bank on the reasons for non- receipt of the funds.

**7. After keying in the OTP and clicking on the "Confirm" button to proceed with the transaction, I waited for more than 30 seconds but nothing seems to be happening.**

The delay may be due to communications or system issues. You can check the status of your transfer via Business Internet Banking as follows:

1. Log in to Business Internet Banking
2. Upon successful login, select "Funds Transfers"
3. Click on "View Transaction History" to confirm if your transaction is successfully processed

**8. Why was my FAST transaction rejected?**

There is a number of reasons why a transaction can be rejected, such as the transfer was made to a closed or an invalid account, or it could be due to some technical issues. An error message will be displayed online when your transaction has been rejected.

**9. Will there be charges for using FAST?**

Please click [here](#) to view our service pricing.

**10. How can I do a FAST transfer?**

You will need to set up a payee via Business Internet Banking if you have not done so.

Thereafter, to submit a FAST transaction via Business Internet Banking, please perform the following steps:

1. Log in to Business Internet Banking
2. Upon successful login, select "Funds Transfers"
3. Click on "To Another Bank"
4. Select "Within minutes (via FAST)" when prompted to choose the mode of transfer.
5. Select the payee you wish to make a transfer to.
6. Thereafter, please provide details of your transfer and submit your transaction after entering the One- Time Password (OTP) to confirm your request.

**11. Can I transfer to any bank account in Singapore via FAST?**

Transfers via FAST can only be made to bank accounts of the other participating banks.

**12. Why can't I make a FAST Transaction to a non-participating bank?**

Transfers to non-participating banks would have to be made via eGIRO or MEPS.

**13. Can I make a FAST transfer any time of the day?**

You can make FAST transactions any time of the day.

Occasionally, Maybank will conduct system maintenance during which the FAST service will be unavailable. Customers will be notified via our website notice accordingly.

**14. Is FAST the only option for funds transfer?**

Maybank provides our customers with the choice of sending funds via FAST, eGIRO or MEPS. You can continue to send via eGIRO or MEPS if you do not wish to send via FAST.

**15. What is the maximum amount that I can send via FAST?**

You can transfer funds via FAST up to a maximum of S\$200,000 per transaction.

**16. Can I pay my staff using APS or OBG via FAST?**

Currently APS or OBG transactions are processed via eGIRO. However, you can perform ad-hoc salary payments via FAST transactions.

**17. Is the transfer made immediately at the point of submitting the transaction or will it be completed only upon approval?**

FAST transactions will only be submitted for processing upon approval similar to all existing BIB

transactions.

## Funds Transfer via MEPS

### 1. What is MEPS?

The MAS Electronic Payment System or MEPS in short, is a SGD-only online interbank payment and fund transfer system in Singapore. It went online in July 1998, and is owned and operated by the Monetary Authority of Singapore

### 2. Which are the participating banks for MEPS?

You may wish to refer to [ABS website](#) for full listing of the participating banks.

### 3. How can I perform MEPS transactions?

You will be able to perform MEPS transactions from Mondays to Fridays (excluding Public Holidays) via our Business Internet Banking platform:

- a. Log in to Business Internet Banking
- b. Upon successful login, select "Transfers & Payment" tab
- c. Click on "Payments/Collections to/from.."
- d. Click on "To another institution"
- e. Select "Today (Via MEPS)" when prompted to choose the mode of transfer.
- f. Add a Payee (if not added)
- g. Select the payee you wish to make a transfer to.
- h. Thereafter, please provide details of your transfer and submit your transaction after entering the One- Time Password (OTP) to confirm your request.
- i. Request to be approved by 4pm (Mondays to Friday)

### 4. How do I know that the transfer is successful?

You will be notified on the status of the MEPS transaction online, whether it is successful or unsuccessful, once the transaction is completed. If the transaction is unsuccessful, there will also be an error message and error code displayed online to inform customers.

### 5. How much is a MEPS transfer?

Each transaction will cost \$18

### 6. What is the default and maximum amount for MEPS per day?

Please [click](#) here for the limits. You can transfer up to S\$10Mil per day for Other Entities and maximum S\$5Mil per transfer.

## International Funds Transfer (Online Remittance)

### 1. How do we remit money through International Funds Transfer (Online Remittance)?

There are three ways to remit money via Online Remittance:

- Telegraphic Transfer (Foreign Currency).
- Cashier's Order (Singapore Dollar)

### 2. How can we start using this service?

The Online Remittance service is available via Maybank Business Internet Banking.

#### a. Existing Business Internet Banking customers :

You can activate International Funds Transfer (Online Remittance) service using the [Business Internet Banking Maintenance Form](#) as follows:

Go to Part 6 , select "International Funds Transfer/Payment"

Go to Part 7:

- Indicate the account(s) to be used to fund your remittances
- Grant your Authorised Users the rights to create or approve remittance transactions

#### b. New business Internet Banking customers:

You need to apply for Business Internet Banking and activate the International Funds Transfer (Online Remittance) service at the same time, using the [Business Internet Banking Application Form](#).

### 3. Are the transactions effected immediately?

Please note that all applications for Cashier's Order and Telegraphic Transfer must be approved by your Authorised User on the same day of the application.

#### a. Cashier's Order

Applications approved before 3pm on a business day:

This will be effected *on the same day*. The Cashier's Order will be ready for collection at Maybank Tower or sent to your company's registered address 2 business days later.

Applications approved after 3 pm on a business day or on non-business days:

This will be effected on the next business day. Cashier's Order will be ready for collection at Maybank Tower or sent to your company's registered address 2 business days later. Please note that all applications must be approved by your Authorised User on the same day of the application. effected on the same day using the prevailing day's exchange rate at the point of processing.

#### b. Telegraphic Transfer

Applications for Telegraphic Transfer that are approved before 3 pm on a business day:

This will be Applications that are approved after 3 pm on a business day or on non-business days: This will be effected on the next business day using the prevailing day's exchange rate at the point of processing. Please note that all applications must be approved by your Authorised User on the same day of the application.

### 4. Can we submit a request for Online Remittance any time?

Yes, with Online Remittance, you can create and approve remittance transactions, 24/7.

### 5. Can remittance transactions be scheduled to be effected in the future?

No, remittance transactions cannot be scheduled for the future, as all remittance applications with complete and accurate information will be processed on the same day if it is approved between 9 am to 3 pm on a business day (i.e. Monday to Friday, excluding Public Holidays) or the next business day if it is submitted after 3pm or on weekends and Public Holidays.

**6. Can we remit Telegraphic Transfers in other currencies from my SGD account?**

Yes, you can send Telegraphic Transfers in any of the currencies listed below from your SGD account:

- a. Australian Dollar
- b. Canadian Dollar
- c. Danish Krona
- d. Euro
- e. Hong Kong Dollar
- f. Indian Rupees
- g. Japanese Yen
- h. New Zealand Dollar
- i. Norwegian Krone
- j. Sterling Pound
- k. Swiss Franc
- l. Malaysia Ringgit (only for Telegraphic Transfer)
- m. Swedish Krona
- n. Singapore Dollars
- o. US Dollar

**7. What are the currencies we can send via Telegraphic Transfers from our Maybank foreign currency account?**

You can send in USD and other major currencies from your Maybank foreign currency account. The remittance must be in the same currency in which your account is denominated.

**8. What foreign exchange rates will the remittances be subject to?**

The exchange rates quoted are indicative. Prevailing exchange rates at time of processing will apply.

**9. Is there a limit to the amount that we can remit in a day?**

For remittances from a foreign currency account, the daily limits will be based on their SGD equivalent.

**10. What are the fees and charges applicable to each type of remittance service?**

Please click [here](#) to see the applicable charges for the relevant service.

**11. What is the default and maximum amount for Remittance per day?**

Please [click](#) here for the limits.

**12. What are the available telegraphic transfer charge options?**

You can choose one of the two different charge options for your telegraphic transfer as follows:

Charges Borne by	Charge type	Charge Description
Applicant and Beneficiary	SHA	<ul style="list-style-type: none"> <li>o Local charges to be paid by Applicant (remitting bank charges)</li> <li>o Overseas charges to be paid by Beneficiary (agent and/or beneficiary bank charges)</li> </ul>
Beneficiary		<ul style="list-style-type: none"> <li>o All local and overseas charges to be paid by Beneficiary</li> </ul>
Applicant	OUR	<ul style="list-style-type: none"> <li>o All local and overseas charges to be paid by Applicant</li> </ul>

Please note that additional charges may be imposed by overseas banks/ branches which may reduce the amount received by you/ your beneficiary.

**13. What is remittance amount after charges?**

Remittance amount after charges refers to the sum of money to be remitted minus Maybank charges as well as non- Maybank charges (agent and/or beneficiary bank charges), where applicable. Click [here](#) for information on Maybank Remittance Telegraphic Transfer charges.

**14. How long is the validity period for Cashiers Orders?**

Cashier's Orders are valid for a period of 6 months, from the date of issue as stated on the instrument.

**15. What to do with a Cashiers Order if it has expired, needs to be cancelled or has been stolen/destroyed?**

Please bring along the original document to any Maybank Branch to request for cancellation of the Cashier's Order. Once the cancellation is approved, the funds will be credited back to your company debiting account.

If you do not have the original document because it has been stolen or destroyed, the Authorised User/signatory will be required to submit the Letter of Authorisation and Indemnity.

Please click [here](#) to see the applicable charges for the relevant service.

**16. What happens if there are insufficient funds in our debiting account?**

If there are insufficient funds in your debiting account, your application will be rejected and a notification letter will be sent to your company's address in our record. The service fee will not be levied. You may want to ensure that your debiting account has sufficient funds before making a remittance application.

**17. What happens if the Telegraphic Transfer is made to the wrong payee?**

We would advise customers to exercise utmost care in ensuring that the correct payee is provided in your Telegraphic Transfers applications, as recovery will not be possible once a transaction is confirmed. While the Bank may assist in the recovery, it would not be able to influence the outcome of the funds that have been wrongly remitted to a third party's account.

**Telegraphic Transfer (Contracted Rate)**

- 1. **Can we send Telegraphic Transfer on non-business days?**  
 For contracted foreign exchange rates submitted after 3pm and on non-business days, it will be process on next business day. Please ensure your contract rate is valid in order for the Bank to process the instruction.
  
- 2. **What currency rates can be pre-booked for Telegraphic Transfer (Contracted Rate)?**  
 Customers can pre-book and transfer funds in all major currencies via Telegraphic Transfer (Contracted Rate) from their SGD account(s) only.

Currency of Debiting Account (Source of Fund)	Remitting Currency
SGD	USD
	SGD
	EUR
	GBP
	AUD
	NZD
	CAD
	HKD
	JPY

- 3. How do we get the Contract Exchange Rate?**  
Please refer to your Relationship Manager for the contract exchange rates.
  
- 4. How do we key in the Contract Exchange Rate and Amount?**  
Go to the Remittance Tab, select Telegraphic Transfer (Contracted Rate) if you have pre-booked a rate from the dealer. Enter details of the transaction, including the Contract Exchange Rate and the FX Contract Number from your Dealer's contract in their respective fields accordingly.
  
- 5. Can we key in multiple contracts?**  
Currently, customers can only submit one FX contract for each Telegraphic Transfer (Contracted Rate) transaction.
  
- 6. What is remittance amount after charges?**  
Remittance amount after charges refers to the sum of money to be remitted minus Maybank charges as well as non- Maybank charges (agent and/or beneficiary bank charges), where applicable. Click [here](#) for information on Maybank Remittance Telegraphic Transfer charges.
  
- 7. When will my beneficiary receive their payment?**  
It will take a few business days for the funds to be credited, depending on the currency, destination country as well as the agent and beneficiary banks involved.

## Maybank Overseas Funds Transfer (Malaysia)

1. **What is Maybank Overseas Funds Transfer service?**  
This is an online service for transfer of funds to accounts maintained with Maybank in Malaysia and Other Banks in Malaysia via Business Internet Banking (BIB).
2. **When can I start using the Maybank Overseas Funds Transfer service?**  
Once your application to use the service is processed, your assigned users authorised to create and/or approve the transaction can start using the service as long as they have access to Business Internet Banking (BIB).
3. **How do I apply for the Maybank Overseas Funds Transfer service?**  
Please select this service listed in the Maybank Business Internet Banking Application Form for us to make this service available to your company. By using this service, your company agrees to be bound by the Terms and Conditions governing the Funds Transfer Service.
4. **Are there any restrictions as to when I can use the service?**  
This service is available 24/7.
5. **Will the funds transfer be effected immediately?**  
Funds transfers made to Maybank Malaysia will be credited immediately.
6. **Can I schedule my funds transfers in advance?**  
No, funds transfers to payee accounts in Malaysia cannot be scheduled in advance.
7. **How long does a transfer take?**  
The approving user must approve the transaction on the same business day before 11.59pm, failing which the instruction will expire and you will be required to resubmit your application.

Transfer Amount	Maybank Malaysia	Selected DuitNow Participating Banks	Others
Up to MYR 50,000	Instant	Instant	Next business day
Above MYR 50,000		Next business day	

8. **When will my company's account be debited?**  
Your company's account will be debited immediately after the authorised user clicks on the "Confirm" button.
9. **What is "Update Payee Account List"?**  
Yes, you may manage the payee via Maybank Business Internet Banking (BIB):
  - a. Click on "Remittance"
  - b. Select "Maybank Overseas Transfer (Maybank Malaysia)" or "Maybank Overseas Transfer (Other Banks in Malaysia)"
  - c. Click on "Update Payee Account List" to manage payee
10. **What information is required for this service?**  
Please ensure that you input the following mandatory Payee's information:
  - Account Number
  - Bank Name
  - Name / Business Full Name (as per account opening)
  - Nationality / Business Registered Country Additional information may be required, please refer to

on-screen instruction.

**11. What is the daily maximum transfer amount for this service?**

Please click [here](#) to view the limits

**12. Will I be charged for this service?**

Refer to the [Rates and Charges](#) for the charge applicable.

**13. What is the foreign exchange rate used for my funds transfers?**

Funds will be transferred in Singapore Dollars to Maybank in Malaysia and credited into the respective payee accounts in Ringgit, at the prevailing foreign exchange rate as at the date and time of the processing.

**14. How do I know if my funds is transferred successfully?**

You can check the status of your funds transfer transaction in the past 30 days.

a. Login to Maybank2u Business Internet Banking (BIB)

b. Click on “Remittance”

c. Select “Maybank Overseas Transfer (Maybank Malaysia)” or “Maybank Overseas Transfer (Other Banks in Malaysia)”

d. Click on “View Transaction History” to check status

Depending on its current status, one of the following will be indicated against each transaction:

- **Pending** - Transaction is pending confirmation from Maybank Branches in Malaysia.
- **Successful** - Funds transfer has been successfully credited to the payee account.
- **Unsuccessful** - Funds transfer has been rejected. Please verify the details of the payee account and perform the transaction again.

**15. What happens if I transfer funds to the wrong payee’s account?**

We request customers to take extra precaution when conducting funds transfers, as recovery would be difficult once the transactions are confirmed. The Bank can only assist in the recovery, but it would not be able to influence the outcome of the funds that have been wrongly transferred to a third party’s account.

Should you have any enquiries, please contact our Customer Relationship Executives on Business Banking hotline (1800 777 0022) or (65) 6777 0022 when you are overseas, or your Account / Relationship Manager.

## Payroll Service (APS+) and Inward / Outward GIRO (OBG)

**1. What is APS+/OBG?**

Maybank Automated Payment System Plus (APS+) and Outward Interbank GIRO System (APS+/OBG) is an electronic funds transfer system that allows companies to make regular payments and receive proceeds via Maybank2u.com.sg to any savings or current account maintained with any GIRO participating bank in Singapore. APS+ offers two methods of payments:

a) **Payment by File Upload**

Submit payment by uploading a file for processing

**b) Payment by Preset Template**

Add employee records, submit the payment instructions and save the instructions as a template for future use

**2. For APS+, what is the difference between Payment by File Upload and Payment by Preset Template?**

You can find out below on the differences for each mode, before selecting one that best suits your needs.

	<b>Able to save Preset templates</b>	<b>One-time set-up of beneficiaries</b>	<b>Generate payment status reports</b>	<b>Payment confirmation email to beneficiaries</b>	<b>Maximum records</b>
<b>Payment by Preset Template</b>	✓	✓	✓	✓	100 employee (Limited to 10 templates)
<b>Payment by File Upload</b>					3,000 employee records

**3. For APS+, what are the new features for the new Payment by Preset Template mode?**

- a. Allows you to perform one-time set up of the employee records, make salary payment and save the payment instructions as a template for future use
- b. Show the status of the salary payment for each employee
- c. Receive email notifications pertaining to the:
  - i. Registration, Updating and Deletion of employee records
  - ii. Payment notification when payment is submitted
  - iii. Payment status when payment is successfully processed
- d. Send email notifications to the employees on the payment status when payment is successfully processed
- e. Generate CSV file or print payment instruction status reports

**4. How many templates and employee records can I add for APS+ Payment by Preset Template?**  
You can add up to a maximum 10 templates and a total of 100 employee records.

**5. Once an employee record is deleted, can I retrieve the information back?**  
No, you can't retrieve the record back. You will need to re-add the employee record by clicking on "Employee Records" menu and following the on-screen instructions.

**6. What is the difference between APS+ and OBG?**  
APS+ is used mainly for salary payment to accounts in other banks while OBG can be used for other types of non-salary related payments and collections from other banks in Singapore.

**7. Where can I find the user guide for APS+ and OBG?**

You can download the user guides as follows:

- [APS+ \(Payment to Account Number\)](#)
- [APS+ \(Payment to Account Number and PayNow ID\)](#)
- [OBG Payment \(Payment to Account Number\)](#)
- [OBG Payment \(Payment to Account Number and PayNow ID\)](#)
- [OBG Collection](#)

**8. Where can I find a sample of the excel file used for APS+ (Payment by File Upload) and OBG?**

You can download the excel templates as follows:

- [APS+ \(for Payment by File Upload\)](#)
- [OBG](#)

**9. What are the fees and charges for using this service?**

Please click [here](#) to view our service pricing.

**10. Can I pay my employees who hold their accounts at other banks?**

Yes APS+ allows you to make regular payments to any savings or current accounts maintained with any GIRO participating banks in Singapore.

**11. How early can the APS+ and OBG transactions be submitted? When will the funds be credited to the beneficiary accounts?**

Under APS+/OBG, you can make payment submissions up to 8 business days in advance of the Value Date\* Refer below for the Schedule for Crediting of Funds

Payment Submission	Payment Approval	Crediting of Funds to	
		Maybank Account	Other Bank's Account
Before 4 pm	Before 4 pm, on same day	On Value Date	Value Date + 1 business day
Before 4 pm	Not received by 4 pm, on same day	Payment will expire and needs to be re-submitted	
After 4 pm	Before 4 pm of the next calendar day	On Value Date	Value Date + 1 business day

\* This is the payment date.

**To illustrate:**

If ABC Supplies Pte Ltd wants to pay her employees on Thursday, 15 October 2015, she may

perform the following:

- a. **Payment Submission and Approval**
  - i. On Wednesday, 14 October 2015, before 4pm
- b. **In order to meet the Crediting of Funds for**
  - i. Maybank Account: By Thursday, 15 October 2015
  - ii. Other Bank Account: By Friday, 16 October 2015

**12. Can my company submit APS+ and OBG transactions after 4pm?**

Yes, you may but do take note that they must be fully approved before 4pm on the next calendar day, otherwise they will expire and need to be re-submitted.

**13. Can I edit any of the employee record if my salary payment is under processing?**

You can edit the employee record while your salary payment is under processing, but do note that the new update will not be reflected in your current submission.

**14. Can I delete employee record(s) if my salary payment is under processing?**

Yes, you can delete the employee record while your salary payment is under processing, but do note that the deletion will not be reflected in your current salary payment. Once the payment has been processed, the deleted employee record(s) will not receive any email notifications.

**15. My employee had left the company, how do I remove employees from my saved template(s)?**

You can remove the employee record by clicking on "Template List" menu. Follow on-screen instructions to remove the record. Alternatively, you may refer to our APS+ user guide.

**16. When should the company account be funded to ensure successful processing of the APS+ and OBG transactions?**

The Maybank company account should be funded and ready for deduction (1 business day before Value Date).

To illustrate:

If Value Date is Thursday, 15 October 2015, then the company account must be funded on or before Wednesday, 14 October 2015

**17. How do I stop my APS+ and OBG transactions once they are approved?**

You can send in your instructions to stop payment 1 business day before the Value Date (also known as the Payment Date) by:

- a. Get access to the [Stop Payment Request Form](#) by:
  - i. Download form, or
  - ii. Walk-in to any of our branches, or
  - iii. Contact our Customer Relationship Executives on 1800-7770022
- b. Fill up the form, then send it to the facsimile number before the cut-off time, 5 pm

Note: All the required authorisers/signatories must sign the Stop Payment Request Form.

**18. What is the list of payment statuses for APS+ and OBG transactions?**

Payment Status	What it means
Pending approval	Transaction is pending approval from all required signatories/authorisers
Validation Completed	Transaction is approved by all required signatories/authorisers and pending processing by the Bank
Data Uploaded	
File Return	Transaction is successfully processed by the Bank
Batch Stopped	Transaction is stopped/cancelled by you
Expire	Transaction has expired, as approval is not sought from all required

**19. What are the common reasons for a payment record to be rejected by the other bank(s)?**

The common reasons and their codes are:

Description	Reason Code
Invalid receiving account number	10
Error in receiving bank code	20
Amount exceeded	30
Error in amount	31
No DDA (direct debit authorization)	40
DDA terminated	41
Invalid originating account number	42
Error in originating bank code	43
Unmatched reference number	46
Refer to paying party	50
Effects not cleared	51
Account closed	60
Account does not exist	61
Error in record length	71
Duplicate SACH code	75
Invalid return code	76

Any other reason

90

**20. Who can apply for this APS+ and OBG service?**

Sole proprietors, Incorporated Companies, Partnerships, Limited Liability Partnerships, Charities, Societies and Associations that maintain a Maybank company current account are eligible to apply for this service.

**21. How do I apply for the APS+/OBG service?**

To apply for the APS+/OBG service, please click here to download these forms: The following documents are required for application:

- I. Maybank Business Internet Banking Application Form (BIB Form A),
- II. Business Internet Banking
- III. Resolution or Mandate to support application for BIB

**22. Is my payroll software compatible with Maybank APS+ file format?**

You can now make online salary transfer to your employees with Maybank account and other Banks with MYOB Payroll and MYOB Premier Plus. For other payroll software, please check with your respective payroll vendor to ensure they are able to support and generate the Maybank APS+ payroll file format.

**23. APS+ File Upload and OBG format guidelines.**

Effective from 30 September 2016, acceptance of the old file format for all bulk payment transactions will cease. Affected BIB users are encouraged to switch to the new format below.

There are 3 key points to take note of when switching to the new format:

- Bank code is to be replaced with SWIFT Bank Identifier Code (BIC). The list of SWIFT BIC can be found [here](#).
- Branch Code column should be left blank
- For OCBC, HSBC, and SBI bank accounts, please ensure that the full account number is used.

**APS+ File Upload**

[Bank]	[Branch]	[A/C No.]	[Amount]	[Name]	[Remarks]
MBBESGSGXXX		14130601234	105.00	John Doe	Aug 2016 Salary
OCBCSGSGXXX		5502031012	23.00	Sammy Smurf	Aug 2016 Salary

## OBG Collection & Payments

[Bank]	[Branch] [Remarks]	[A/C No.]	[Amount]	[Name]	[Particulars]	[DDA Reference]	
MBBESGSG XXX		14130601234	105.00	John Doe	Collection	E1019445	Aug 2016 Rental
OCBCSGS GXXX		5502031012	23.00	Sammy Smurf	Collection	S9000788	Aug 2016 Rental

- 24. How many months of records of APS+ and OBG information can I view via BIB?**  
You may view up to 36 months of APS+ and OBG transaction history via BIB. Should you need information beyond 36 months, please request from the Bank.
- 25. How do I request for APS+ / and OBG records beyond 36 months?**  
You can send in your request to the Bank by:  
Get access to the General Request Form:
- [Fill up the form](#), then send it to any of our branches, or
  - Walk-in to any of our branches, or
  - Contact our Customer Relationship Executives on 1800-7770022

The Bank will contact you once the record is ready for collection from the Bank. Please note on the applicable charges involved for such request stated in the form.

## Interbank GIRO Upgrade

- I am currently using OBG for collection from other banks accounts. Do I need to get my existing customers to complete a new GIRO form?**  
There is no need to complete a new GIRO form for your existing customers.
- I need to arrange for a new OBG collection from my customer, where can I find the Giro form?**  
For new OBG collection arrangements, please download the Giro form from The Association of Banks in Singapore (ABS) website at [www.abs.org.sg](http://www.abs.org.sg).
- Where can I find the SWIFT BIC?**  
You will be able to see the list of SWIFT BIC [here](#).