

FAQ - Bank Feed Service

1. What is Bank Feed Service?

Bank Feed is a service provided by the bank to allow customers to automatically import banking transactions into the accounting software. This is enabled through a secure connection between your Maybank Business Account and Accounting Software.

2. Which accounting software can I link my accounts?

You may link your Maybank accounts with Info-Tech Systems Integrators.

3. What are the operating hours of Bank Feed Service?

Bank Feed Service is available 24/7 x 365.

4. Do I need to pay for this service?

For subscription fee, please refer to the respective accounting software partner's platform and their terms and conditions. The bank does not impose any handling charges on customers who wish to link their accounts to these accounting software partner's platform.

5. What are the prerequisites to link my account for this service?

Maybank SME customer with access to Business Internet Banking.

6. How can I link my accounts to this service?

To link your accounts, simply follow the steps below:

- i. Click on 'Add Bank Account' feature within the partner platform
- ii. You will be directed to Maybank Business Internet Banking login page
- iii. Key in your username, password and click 'Login'
- iv. Key in your Security Token OTP
- v. Click 'Proceed To Link'
- vi. Select the accounts you wish to link
- vii. Enter the Transaction Signing onto your Security Token to generate OTP
- viii. Accounts will be linked successfully and you will be redirected to partner's platform.

7. How long will it take to link my accounts to this service?

Account linking is processed almost instantly.

8. What accounts are eligible for linking?

All business current accounts including foreign currency accounts (both Conventional and Islamic) are eligible for this service. Do note that you will be able to authorise the linkage of an account that is linked to you on your Maybank Business Internet Banking access.

9. How many accounts can I link?

You may link up to 10 business accounts.

10. Who can authorise this linkage?

A Maybank business internet banking user can authorise this service.

11. Does this linkage require an approval?

This linkage does not require an approval.

12. How many times do I need to perform this linkage?

You will only have to perform this linkage once unless you wish to link additional or other accounts at a later time.

13. How can I link additional or other accounts?

If you wish to link additional or other accounts, please select 'Add Bank Account' on the accounting software partner's platform and then proceed with the linkage process again.

14. Will I receive notifications if my account linkage is successful?

If you have registered your mobile number under the business profile in Maybank, you will receive an SMS notification where relevant.

15. Where can I check if I have successfully linked the accounts?

To check on the accounts successfully linked please login to the accounting software partner's platform.

16. Once I have linked my accounts, can I immediately retrieve my transaction history?

Yes, the retrieval of transaction history is processed almost instantly.

17. Do I need to pay to retrieve transaction history?

There is no handling charge imposed by Maybank for the retrieval of transaction history.

18. How many days of transaction history can I retrieve?

You may retrieve up to last 90 days of transaction history, excluding same-day transaction.

19. How can I unlink my accounts from this service?

To unlink your accounts click on 'Delink Account' feature within the accounting software partner's platform.

20. Can I unlink selected accounts?

No, all accounts will be unlinked during the unlinking process.

21. How long will it take to unlink my account from this service?

Unlinking is processed almost instantly.

22. Is there any penalty fee imposed if I wish to unsubscribe to this service?



For unsubscribing fee, please refer to our accounting software partner's platform and their respective terms and conditions. There is no handling charges by Maybank on customers who wish to unlink their accounts from accounting software partner's platform.

23. Will I receive notifications if my account is unlinked successfully?

There will be no notification sent by Maybank.

24. How will I know if my account has been successfully unlinked?

To check on the accounts successfully unlinked please login to the accounting software partner's platform.

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