

**Frequently Asked Questions (FAQ) – Maybank SME e-Financing**  
*Version 2*

**TYPES OF BUSINESS FINANCING**

<b>1</b>	<b>Q</b>	What are the types of business financing available on the online platform?
	<b>A</b>	<p>The types of business financing available on our online platform include:</p> <ul style="list-style-type: none"> <li>• Online Business Financing</li> <li>• Personalised Business Financing</li> <li>• Approval In-Principle Property Financing</li> </ul> <p>It covers a range of financing solutions, such as:</p> <ul style="list-style-type: none"> <li>• Working capital loan</li> <li>• Property loan</li> <li>• Government assistance schemes</li> <li>• Trade</li> <li>• Environmental, social and governance (ESG)</li> </ul>
<b>2</b>	<b>Q</b>	What is the difference between Online Business Financing, Personalised Business Financing and Approval In-Principle Property Financing?
	<b>A</b>	<p><b>Online Business Financing</b> is an online and seamless application for Business Term Loan or Business Term Financing-<i>i</i> of up to S\$300,000 with no documentation required, capped at S\$2 million outstanding loan with Maybank. Eligible existing Maybank customers can expect to receive their application status and funds disbursement within minutes.</p> <p><b>Personalised Business Financing</b> allows customers to apply for a range of financing solutions of up to S\$10 million, and will be contacted by our Maybank sales personnel for end-to-end consultation.</p> <p><b>Approval In-Principle Property Financing</b> is an indicative offer extended by Maybank for customers intending to purchase a commercial or industrial property. Final approval for the property loan is subject to Maybank’s assessment. Customers can receive loan amount of up to S\$10 million, with a tenure of up to 30 years. This application is available for both new and existing Maybank customers.</p>

**APPLICATION PROCESS AND DOCUMENTS REQUIREMENT**

<b>1</b>	<b>Q</b>	What is the process to apply for a loan through the online application?
	<b>A</b>	<p>You can apply for an online application via Maybank2u SG website (pre login).</p> <p><a href="https://www.maybank2u.com.sg/en/business/local-enterprise/sme/grow-business/sme-efinancing.page">https://www.maybank2u.com.sg/en/business/local-enterprise/sme/grow-business/sme-efinancing.page</a></p> <ul style="list-style-type: none"><li>• Select the preferred financing, and login using your Singpass/Corppass credentials.</li><li>• Upon declaration for MyInfo and consent is provided, MyInfo business and personal details will then be auto populated onto the digital application form.</li><li>• Complete the digital application form and proceed to submit the application.</li></ul> <p>You can resume or view your application status <a href="#">here</a>.</p>
<b>2</b>	<b>Q</b>	Are all business owners required to login and submit the application?
	<b>A</b>	<p><b>Online Business Financing:</b> All owners are required to log in to complete the online financing application process.</p> <p><b>Personalised Business Financing and Approval In-Principle, Property Financing:</b></p> <ul style="list-style-type: none"><li>• Only one owner is required to submit the online application if their designation falls within the list provided below.</li><li>• If the owner's designation is not from the below list, another one more owner from this list will need to log in using his Singpass/Corppass to review and complete the application process.</li></ul> <p><b>List</b></p> <ul style="list-style-type: none"><li>✓ Sole Proprietor</li><li>✓ Partner</li><li>✓ Director</li><li>✓ Partner Under Section 18(3)(c) of the Accountants Act</li><li>✓ Partner Under Section 18A(3)(e) of the Accountants Act (For ALLP Only)</li><li>✓ Director Under Section 17(3)(d) of the Accountants Act</li><li>✓ Chief Executive Officer</li><li>✓ Managing Director</li><li>✓ Owner</li><li>✓ Shareholder</li></ul>
<b>3</b>	<b>Q</b>	What are the documents required for the financing application?
	<b>A</b>	<p><b>Online Business Financing:</b></p> <ul style="list-style-type: none"><li>• No documents required.</li><li>• We will retrieve necessary information from MyInfo business / MyInfo for loan processing.</li></ul> <p><b>Personalised Business Financing:</b></p> <ul style="list-style-type: none"><li>• Company financial statements (audited, where applicable) for last 2 years</li><li>• Company bank statements for last 6 months</li><li>• Option to Purchase (OTP) document (applicable for property loan only, if available)</li><li>• Other supporting documents based on types of business financing applied for. (Our Maybank sales personnel will advise you upon receiving your financing application.)</li></ul> <p><b>Approval In-Principle Property Financing:</b></p> <ul style="list-style-type: none"><li>• Company financial statements (audited, where applicable) for last 2 years</li><li>• Company bank statements for last 6 months</li></ul>

		<ul style="list-style-type: none"> <li>Option to Purchase (OTP) document <i>(Note: This document is required for your actual loan processing once Approval In-Principle is approved)</i></li> <li>Other supporting documents. Our Maybank sales personnel will advise you upon receiving your financing application.</li> </ul>
<b>4</b>	<b>Q</b>	What should I do if my company does not have Myinfo business?
	<b>A</b>	Kindly visit <a href="https://www.singpass.gov.sg/myinfobusiness">https://www.singpass.gov.sg/myinfobusiness</a> for more information.
<b>5</b>	<b>Q</b>	What information will be retrieved from Myinfo business?
	<b>A</b>	Maybank will only retrieve the necessary information for processing, such as director details, company address, and other relevant data.
<b>6</b>	<b>Q</b>	What will happen if I had submitted my application but the other business owner has not logged in to complete and submit the application?
	<b>A</b>	Maybank will hold the application for 7 days prior to the automatic cancellation in the system.
<b>7</b>	<b>Q</b>	When am I allowed to upload the document?
	<b>A</b>	You can upload the documents as long as final decision (Loan approved / rejected) is yet to be provided by Maybank on your SME e financing application.
<b>8</b>	<b>Q</b>	What is the number of documents and maximum file size that I can upload?
	<b>A</b>	For each document type, you can upload a maximum of 10 documents (owner and any subsequent individuals). Each document must not exceed a size of 15 MB.
<b>9</b>	<b>Q</b>	What happens when I upload a document that exceeds 15 MB?
	<b>A</b>	The system will display an error message stating, « File size too large. Please ensure your file is below 15MB. »
<b>10</b>	<b>Q</b>	What are the supported file format that I can upload?
	<b>A</b>	<p>The following file formats supported are:</p> <ul style="list-style-type: none"> <li>JPG</li> <li>PNG</li> <li>PDF</li> </ul>
<b>11</b>	<b>Q</b>	Can I remove or replace the file that was uploaded by me?
	<b>A</b>	<p>Yes. You can click on « ... » beside your file and choose « Replace file/Remove File »</p> <p>Supporting Document(s)</p> <div style="border: 1px solid #ccc; padding: 5px; margin-bottom: 5px;"> <span style="border: 1px solid #ccc; border-radius: 4px; padding: 2px 10px; display: inline-block;">Financial Report</span> <span style="font-size: 0.8em;">▼</span> <span style="margin-left: 10px; border-bottom: 1px solid #ccc; padding-bottom: 2px;">Statement2021.pdf</span> <span style="color: green; font-size: 0.8em;">✔</span> <span style="float: right; font-size: 0.8em;">⋮</span> </div> <p style="font-size: 0.8em; margin-bottom: 5px;">+ Add more attachments</p> <p style="font-size: 0.7em; margin-bottom: 5px;">Note:</p> <ul style="list-style-type: none"> <li>• Please ensure that your document is in JPEG, PNG or PDF format, with a maximum size of 15 MB per file.</li> <li>• Maximum number of 10 documents per category (type of document).</li> </ul> <div style="text-align: right; margin-top: 10px;"> <div style="background-color: #333; color: white; padding: 5px 10px; border-radius: 4px; display: inline-block; margin-right: 5px;">Replace File</div> <div style="background-color: #333; color: white; padding: 5px 10px; border-radius: 4px; display: inline-block;">Remove File</div> </div>

<b>12</b>	<b>Q</b>	Can the subsequent owner replace or remove the file uploaded by previous owner?
	<b>A</b>	No. Subsequent owner will not be able to replace or remove the files attached by previous owners.
<b>13</b>	<b>Q</b>	Why is the processing of my financing application taking so long?
	<b>A</b>	There may be several reasons for the delay, such as a mismatch between the director's profile from MyInfo business and the information from ACRA, etc. In such cases, Maybank will review your application and respond to you as soon as possible.
<b>14</b>	<b>Q</b>	How long does it takes to receive the AIP decision for Approval In-Principle Property Financing?
	<b>A</b>	The AIP decision for Approval In-Principle Property Financing application will be provided within few minutes after the submission of your application.
<b>15</b>	<b>Q</b>	Is it mandatory to upload Option to Purchase (OTP) document to obtain Approval In-Principle for the property financing application?
		It is not mandatory to upload the OTP document during the application process. However once the AIP decision is successful and approved, the OTP document will be required for the final loan processing.
<b>16</b>	<b>Q</b>	Can I apply Approval In-principle Property Financing if I do not have any property details on hand?
	<b>A</b>	Yes, you can apply.  Approval In-Principle Property Financing allows you to obtain an indicative value of your loan amount and tenure for commercial or industrial property purchase, regardless of whether you have specific property details available.

17	Q	Is there an expiry date for the approved AIP for Approval In-Principle Property financing?
	A	Yes, the AIP application will expire 30 days from the AIP approval date.
18	Q	What is the next step once my AIP for Approval In-Principle Property financing is approved?
	A	Once the AIP decision is successful and the Option to Purchase (OTP) document is uploaded, our Maybank sales personnel will contact you regarding your application.  If OTP document is not uploaded, reminder emails will be sent to you to upload as soon as possible.
19	Q	For Approval In-Principle Property Financing, am I required to declare all the information such as financials, bank commitments, bank balance as accurately as possible?
	A	Yes, it is essential to declare all information accurately during the online application process.  The eligible loan amount is calculated based on the information you provide. If any declared information is inaccurate, it will affect the indicative Approval In-Principle loan amount and tenure when the final loan approval is issued by the bank.
20	Q	Whom can I contact if I need clarification regarding my Personalised Business Financing and Approval In-Principle Property Financing application?
	A	Please feel free to email <a href="mailto:SG.SMEDigitalLoans-Hybrid@maybank.com">SG.SMEDigitalLoans-Hybrid@maybank.com</a>
21	Q	If my Approval In-Principle Property Financing application is rejected, can I reapply?
	A	Yes, you can apply again.
22	Q	If I am not eligible for Approval In-Principle Property Financing, does that mean that I am rejected for the property loan application?
	A	No. If you are not eligible for the Approval In-Principle, you may still qualify for a loan with the bank, subject to provision of additional information and documents required by the bank. If you are interested in applying for a loan with Maybank, our Maybank sales personnel will call you within 2 business days to assist with your loan application.
23	Q	Can I cancel my application after I submit my application?
	A	<ul style="list-style-type: none"> <li>• <b>Online Business Financing</b> - Yes , you can cancel the application after it is submitted from the Resume/View offer in <a href="#">Maybank SME e-Financing</a> page.</li> <li>• <b>Personalised Business Financing</b> – No, you cannot cancel once submitted. Any enquiries can be posted to <a href="mailto:SG.SMEDigitalLoans-Hybrid@maybank.com">SG.SMEDigitalLoans-Hybrid@maybank.com</a></li> <li>• <b>Approval In-Principle Property Financing</b> – No, you cannot cancel once submitted. Any enquiries can be posted to <a href="mailto:SG.SMEDigitalLoans-Hybrid@maybank.com">SG.SMEDigitalLoans-Hybrid@maybank.com</a></li> </ul>
24	Q	I am interested in “Environmental, Social and Governance (ESG)” loan .Where can I find more information on this?
	A	You can find more information on setting ESG business goals at the <a href="#">myimpact SME   Maybank Singapore</a> page

#### QUALIFICATIONS FOR LOAN APPLICATION

1	Q	My business has been operating for about 1.5 years. Does it affect my Maybank SME e-Financing application? What is the minimum years of operation required?
	A	Number of years in business may provide some merits in the credit assessment. The company should be in operation for the past 1 year at the time of SME e-Financing loan application.

<b>2</b>	<b>Q</b>	My business has been operating for about 3 years without any bank borrowing. Will this affect my financing application?
	<b>A</b>	Past borrowing track record may strengthen the ability to obtain credit. We also take into account the established business relationship of the business owner and the company with us.
<b>3</b>	<b>Q</b>	Is there a minimum annual sales requirement to get approval for my financing application?
	<b>A</b>	Annual sales is one of the company's performance indicators and it may affect the eligible loan amount.
<b>4</b>	<b>Q</b>	My company has a loan with another bank, and the repayment is usually in arrears for 1 month. Will this affect my Maybank SME e-Financing application?
	<b>A</b>	We do take into account the timeliness of loan repayment in our assessment. Any delay in loan repayment may have negative impact on your Maybank SME e-Financing application.
<b>5</b>	<b>Q</b>	I am a new customer of Maybank and do not own a Maybank Corporate Current Account. Where should I apply?
	<b>A</b>	You may visit this <a href="#">page</a> to apply for a Maybank Corporate Current Account online.
<b>6</b>	<b>Q</b>	Will I get any emails or SMS on my AIP outcome for Approval In-Principle Property Financing application?
	<b>A</b>	Yes. <ul style="list-style-type: none"> <li>• If your AIP decision for Approval In-Principle Property Financing application is approved, you will receive both an email and SMS.</li> <li>• If your AIP decision for Approval In-Principle Property Financing application is rejected, you will receive an email.</li> </ul>
<b>7</b>	<b>Q</b>	I am a sole proprietor and my incorporation of company is less than 1 year. Does this affect my Approval In-Principle Property Financing application process?
	<b>A</b>	You can submit Approval In-Principle Property Financing; however, there will not be an AIP outcome. Our Maybank sales personnel will get in touch with you within 2 business days regarding your property loan application. Please refer to the eligibility section for more information: <a href="#">Maybank SME e-Financing</a>
<b>8</b>	<b>Q</b>	Which products are eligible for Straight-Through Processing (STP)?
	<b>A</b>	Currently only the Business Term Loan (BTL) and Business Term Financing (Islamic) (BTF-i) is available via STP.
<b>9</b>	<b>Q</b>	I want OD facility. Why it is not here? What should I do?
	<b>A</b>	Facility option under online channel is packaged under TL (Term Loan). Should you require an "Overdraft" facility; you may apply directly at our Maybank Branches under normal loan application. You may also visit this <a href="#">page</a> to request for an appointment.
<b>10</b>	<b>Q</b>	Can I choose another branch for disbursement?
	<b>A</b>	Yes, your loan will be disbursed to the active current account that you selected on the M2U webpage during the loan application.

## Frequently Asked Questions (FAQ)

### LOAN APPLICATION HISTORY

1	Q	I have a loan application that was recently declined by another bank. Will this affect my loan application with Maybank?
	A	Every bank has its own standards and procedures in assessing loan applications, hence the decisions from other banks may not necessarily affect your application with Maybank.
2	Q	I am a director of three companies and two of the companies already have borrowings with Maybank for more than three years. I intend to apply for a business loan for my other company. How will the existing borrowings from the two companies affect my new application?
	A	The overall level of financial commitment may impact your ability to obtain a new credit for the related company. It is essential to maintain a good repayment track record for all your loan facilities to strengthen your application.
3	Q	My company had several loan approvals with other banks in the last 12 months. Will this affect my business loan application with Maybank?
	A	An overall high level of financial commitment may impact your ability to secure a new credit with us.
4	Q	My loan application was recently declined by Maybank. Is there a cooling period before I can reapply?
	A	If your loan is declined by Maybank: <b>Online Business Financing:</b> You may reapply after 6 months. <b>Personalised Business Financing:</b> You may reapply after 12 months (exception to property loan), if it involves property as a financing option, you may reapply immediately. <b>Approval In-Principle Property Financing:</b> You may reapply immediately.
5	Q	I am a sole proprietor and I am using my personal credit cards to support my business, which has no bank borrowing. Will this affect my Maybank SME e-Financing application?
	A	The repayment track record of all loans, including the business owner's personal loans and credit cards, will impact your Maybank SME e-Financing application.  The business owner's satisfactory conduct and prompt repayment of his/her credit cards will strengthen the ability to obtain credit.

**CREDIT BUREAU RECORD (CBES)**

<b>1</b>	<b>Q</b>	What is the time period of my borrowing record in CBES that Maybank will look at? Is it 6 months or 12 months?
	<b>A</b>	We will review your most recent 12 months of borrowing records.
<b>2</b>	<b>Q</b>	My company's business loan with another bank is under restructuring. Will this adversely affect my business loan application with Maybank?
	<b>A</b>	Yes, it may.
<b>3</b>	<b>Q</b>	I have fines or summons from telecommunication or utilities companies. Will it affect my business loan application with Maybank?
	<b>A</b>	Unpaid fines or summons may negatively impact your credit bureau records, which may affect your business loan application. Therefore, it is recommended that to make all regular payments through Standing Instruction (SI) or GIRO to ensure timely payments.