

RegionLink - Online Funds Transfer (Malaysia) FAQs for Businesses

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1. What is RegionLink - Online Funds Transfer (Malaysia) service?

This is a real-time online service for funds transfer to accounts maintained with Maybank Malaysia via Business Internet Banking (BIB).

2. When can I start using the RegionLink - Online Funds Transfer (Malaysia) service?

Once your application 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 RegionLink - Online Funds Transfer (Malaysia) service?

Select this transaction service listed in the [Business Internet Banking Application Form](#) for us to make this service available to your company. By using this service, your company is agreeing to be bound by the Terms and Conditions governing the Funds Transfer Service.

4. Are there any time restrictions as to when I can use the service?

The RegionLink - Online Funds Transfer (Malaysia) service is available daily, except between 12.00 am and 12.30 am.

5. Will the funds transfer be effected immediately?

Funds transfer made to Maybank Malaysia accounts will be credited real-time and is subject to regulatory requirements.

Approving user must approve the transaction on the same business day by 11.59pm, failing which the instruction will expire and you will be required to re-submit your application.

6. Can I schedule my funds transfer in advance?

No, funds transfer to Maybank Malaysia is real-time.

7. When will my company's account be debited?

Your company's account will be debited immediately after all approving user(s) have clicked on the "Confirm" button and completed the OTP authentication.

8. What is "Update Payee Account List"?

It allows you to add, remove and amend payee account(s) for RegionLink Online Funds Transfer to Maybank Malaysia.

9. What are the information required to enrol a new/one-time update of my existing payee(s)?

Please ensure that you input the following mandatory Payee's information:

- Payee Nickname
- Account Number
- Name / Business Full Name (as per account opening)
- Nationality / Business registered country

NRIC / Passport / business registration number is optional for your input.

10. Can the company make a one-time RegionLink - Online Funds Transfer (Malaysia) transaction without having to set up new payee account(s) in Update Payee Account List?

No, as a security measure, you are required to set up new payee account(s) in the Update Payee Account List before you can make a RegionLink - Online Funds Transfer (Malaysia) transaction.

11. Can I amend my existing RegionLink - Online Funds Transfer (Malaysia) payee?

Yes, you may amend your existing payee via Business Internet Banking (BIB). You will be required to complete the mandatory payee fields such as Nationality / Business registered country. One Time Password (OTP) is required to complete the changes.

12. Can I delete my existing RegionLink - Online Funds Transfer (Malaysia) payee?

Yes, you may delete your existing payee via Business Internet Banking (BIB). One Time Password (OTP) is not required to delete a payee.

13. What is the default and maximum amount for RegionLink - Online Funds Transfer (Malaysia) per day?

The default amount set for RegionLink - Online Funds Transfer (Malaysia) to payee accounts with Maybank Malaysia is S\$1.0 million per day per customer. You can adjust this limit or increase it to a maximum of S\$5.0 million by mailing us the completed [Daily Transaction Limit Update Request form \(PDF\)](#) with a Board Resolution or Mandate where appropriate.

For Sole Proprietorship, the default and maximum amount is set at S\$1.0 million.

14. Is there any maximum amount or limit when you transfer funds to a foreigner in Malaysia?

The Daily Transaction(s)/Cumulative Limit to each non-Malaysian payee is MYR5,000 via Business Internet Banking (BIB).

15. What is the foreign exchange rate used for my funds transfer?

Funds will be transferred in Singapore Dollars to Maybank Malaysia and credited into the respective payee account(s) in MYR currency, at the committed foreign exchange rate applied during the successful submission by the final approving user.

16. Can I submit the RegionLink - Online Funds Transfer (Malaysia) any time?

Yes, applications with complete and accurate information will be processed real-time including weekends and public holidays. However, the applications will also be subject to regulatory requirements.

Approving user must approve the transaction on the same business day by 11.59pm, failing which the instruction will expire and you are required to re-submit your application.

17. Can I transfer funds to Maybank account(s) in Malaysia in other foreign currencies, instead of MYR currency?

No, you can only transfer funds to Maybank account(s) in Malaysia in MYR currency.

18. Will I be charged for using the RegionLink - Online Funds Transfer (Malaysia) service?

Yes, click [here to view](#) the fees and charges for RegionLink - Online Funds Transfer (Malaysia).

19. How do I know if my funds transfer is successful?

Your company can check the status of the funds transfer made in the past 30 days via Funds Transfer Transaction History. The following will be indicated against each transaction:

| Status Type | Description |
|----------------|---|
| "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. |

20. What happens if I transferred funds to the wrong payee account?

We request customers to take extra precaution when conducting funds transfer, as recovery would be difficult once the transaction(s) is/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 account.

Should you have any enquiries, please contact our Customer Service Executives on 1800-777 0022 or (65) 6777 0022 (overseas), or your Account / Relationship Manager.

21. My Payee's name is more than 40 characters. What are the other options to transfer funds to a Payee with a Maybank Malaysia Account?

You may do an Online Telegraphic Transfer or RegionLink Instant Funds Transfer at any of our Maybank branches.