

SWIFT Global Payment Innovation FAQ

1. What is SWIFT Global Payment Innovation (gpi)?

Maybank leverages on SWIFT Global Payments Innovation (gpi) to provide a faster and more transparent cross-border payment solution through Maybank Online Banking, Mobile Banking and Business Internet Banking.

2. How do I trace my cross-border payments?

You can trace your SWIFT gpi transaction status using

Maybank Online Banking

- Select "Remittance", followed by "Overseas Transfer Status"
- Search by Transaction Details e.g. Transaction Date
- Go to "Status" column and click the hyperlink for more details

Maybank Mobile Banking

- Select "Transfer", followed by "View Overseas Transfer Status"
- Search newly submitted transactions <performed within e.g. 1 day > in the "In progress" tab and processed ones in the "Completed"
- Tap on the selected transaction to view the details e.g. Status

Maybank Business Internet Banking

- Select "Remittance", followed by "Overseas Transfer Status"
- Search by Transaction Details e.g. Transaction Date
- Go to "Status" column and click the hyperlink for more details

3. How fast will SWIFT gpi process my cross-border payments?

For transaction made

- between 9.30 am to 7.00 pm on a business day (Monday to Friday, excluding Public Holidays), you will receive the status within 1 hour
- after 7.00 pm, do log in after 9.30 am on the next business day to check the status.

4. What information does SWIFT gpi tracker provide?

With SWIFT gpi, you will receive a UETR code (Unique End-to-End Transaction Reference) for your transfer which you can use to check the fees charged by the various agent banks and the actual amount received by the beneficiary. You can also check when your beneficiary received the funds.

5. How long will this information be stored?

It will be stored up to 30 days from the date of transfer.

6. What are the participating banks?

Find the [list of participating banks](#)

Check on [the bank's status and certification](#)

7. Do I need to pay for SWIFT gpi service?

This is a complimentary value-added service for transactions made through Maybank Branches/ Online/ Mobile Banking as well as Business Internet Banking.