

Maybank Singapore Online Account Opening for Maybank Malaysia Customer

Account opening

1. What are the requirements to open a Maybank Singapore Account via online form?

The eligibility requirements are as follows:

- Minimum age
 - 18 years old
 - 50 years old for Privilege Plus Savings Account
- Malaysian with new Malaysia NRIC
- Do not hold any Maybank Singapore Account
- Have a Current/and Savings Account with Malayan Banking Berhad/Maybank Islamic Banking Berhad and online banking access with M2U Malaysia
- Personal information is up to date with the Bank

Documents required for Malaysian Residents opening an account online:

- A duly completed online application form
- Screenshot of your new Malaysia NRIC (front and back)
- Screenshot of your Singapore Government Work Pass FIN/Employment Pass (front and back for Singapore Tax Resident only)
- Screenshot of a recent document that shows your residential address (if it differs from your Malaysia new NRIC address). Example of acceptable documents
 - Utility or telephone bill
 - Bank statement
 - Malaysia Driving License
 - Correspondence from a government agency
- Image of your signature

2. Can I apply for a Maybank Singapore Account via online form if my residential address differs from my Malaysia new NRIC?

Your application will be delay or rejected.

3. What should I do if my residential address differs from my Malaysia new NRIC?

For the bank to process your application, you can either

- Update your residential address via M2U MY or
- Update your residential address at any Maybank Malaysia Branch (Malaysia new NRIC & Supporting Document required) or
- Submit a supporting document e.g. utility or telephone bill, bank statement, Malaysia Driving License or correspondence from a government agency.

4. I am a Maybank Malaysia customer but Singapore PR. Can I apply for the account via the online form?

No. Singapore PR can use the Maybank2u SG app and apply via MyInfo.

5. I am a Maybank Malaysia customer and previously have a Maybank Singapore Account/ facilities which I have terminated. May I apply for the account online?

Please apply at any Maybank Singapore Branch instead.

6. Will my account be opened instantly?

Your account will take up to one business day to be opened.

7. What types of Singapore Savings Accounts can I apply for?

- [iSAVvy Savings Plus Account](#)
- [iSAVvy Savings Account](#)
- [SaveUp Account](#)
- [Privilege Plus Savings Account](#)
- [iSAVvy Savings Account - i](#)
- [Ar-Rihla Regular Savings Account - i](#)

8. How will I be informed if my account has been opened?

You will receive an email and SMS notification from the Bank regarding the status of your account opening within the same or next business day.

Account Features and Documents / pre-requisite required

9. Do I need to place a minimum deposit?

No initial minimum deposit is required. However, you need to maintain an average daily balance to avoid account closure and fall below fee being charged to your account.

10. What is the minimum average daily balance requirement?

The minimum balance required are as follows:

Account Type	Minimum Average Daily Balance	Fall-below fee
▪ Ar-Rihla Regular Savings Account -i	S\$200	S\$2
▪ iSAVvy Savings Plus Account	S\$500	
▪ iSAVvy Savings Account		
▪ iSAVvy Savings Account - i		
▪ SaveUp Account	S\$1,000	
▪ Privilege Plus Savings Account		

11. What is the monthly agreed savings amount for Ar-Rihla Regular Savings Account-i?

Ar-Rihla Regular Savings Account-i is a Shariah-compliant Savings Account which may reward you with bonus (at the Bank's discretion) when you save an agreed sum regularly.

You can start saving from as low as S\$50 a month in order to qualify for the potential bonus hibah. If you prefer to save annually instead of monthly, you can choose to make an annual deposit of a minimum S\$600 (equivalent to S\$50 monthly) upfront upon account opening and continue to make the minimum annual deposits into the account.

12. Is there a fixed savings date for Ar-Rihla Regular Savings Account-i?

There is no fixed savings date. You are welcome to deposit more than the agreed monthly savings amount on any date within the month.

13. If I do not make monthly placement on the agreed sum for Ar-Rihla Regular Savings Account-i, will I be penalised? What if I make withdrawals which amount to more than the amount I save per month?

The Ar-Rihla Regular Savings Account-i aims to encourage regular savings. While customers do not get penalised if they do not save regularly or save below the agreed amount, they will not be entitled to the potential bonus hibah (if declared).

The account will just operate as a normal savings account. You have the flexibility to withdraw any amount at any time. However, to qualify for the potential bonus hibah, you will need to ensure the accounts are topped up to meet the intended agreed monthly savings amount. Learn more [here](#).

14. What if my official name is too long for the online account opening?

Please apply at any Maybank Branch instead.

15. How can I update my personal particulars on the online account opening form?

You will not be able to update your particulars on the online account opening form. Please update your personal particulars with Maybank Malaysia before proceeding with the Maybank Singapore account online application.

16. Will my newly - opened Maybank Singapore Savings Account be linked automatically to my Maybank2u Online Banking?

Yes, your Maybank Singapore account is linked to your Maybank2u Online Banking. You will be provided with a new login credential via email and SMS notification to register for your Singapore Maybank2u Online Banking. Your Maybank Singapore Savings Account will not be reflected in your Malaysia M2U Account.

17. If I open a savings account, can I convert it into a joint account? (i.e Add a joint Holder)?

No, you will not be able to convert the single name account to a joint account.

18. Is the online account opening available 24/7?

Yes. You are able to submit your online application form anytime.

19. What are the other fees and charges?

Learn about our fees and charges [here](#).

20. Can I opt for a paper/estatement for iSAVvy Savings Account/iSAVvy Savings Account-i?

You will not be able to opt for a paper or e-statement for your iSAVvy Savings Account and/or iSAVvy Savings Account-i.

However, you can view up to 12 months of your account transaction history via Maybank Online Banking and 90 days of your account transaction history via Maybank2U SG App.

21. Can I do a withdrawal from sub-account (For iSAVvy Savings) via Maybank Singapore ATM machine?

No. You will not be able to withdraw funds in your Sub-account via ATM. You can only withdraw funds available in your main account balance.

22. Why are statements bi-monthly and I receive bi-annually for Saveup?

You will receive statements bi-annually if there is no transaction in your account besides interest credited and or monthly service charges.

Post Account Opening

1. When will I receive my debit card and PIN mailer?

You will receive your debit card and PIN mailer after the Bank has acknowledged and activated your account application via email and SMS notification. The debit card and PIN mailer will be mailed to your registered mailing address indicated on the form.

2. How do I activate my debit card?

You will need your debit card and PIN mailer to activate your debit card. You may activate your debit card via the following options:

- At any Maybank Singapore Branch
- Download and activate via Maybank2u SG Mobile Banking App

3. How do I apply for physical online banking security token?

No physical online banking security token issued for online account opening. For your convenience, you may register for Seure2U Digital Token. Click [here](#) for more info.

4. How do I register for Secure2u?

Refer to “Option 3: Using Registration Code and SMS OTP” to register for Seure2u Digital Token. Learn more [here](#).

5. How do I do a First Time Login to my Maybank2u Online Banking?

Learn more [here](#).

6. How do I cancel the online account opening?

You will not be able to cancel an approved application. You will need to close the account in person at a Maybank Branch.

7. Why is my activated account cancelled by the Bank?

The Bank have the rights to cancel an activated account. You may refer to your email notification for the cancellation reason. We will return any funds credited in the activated Maybank Singapore cancelled account to your Maybank Malaysia account by the Bank.

8. How do I get back the money I have transferred into my Maybank Singapore account?

For accounts that are cancelled by the Bank, the Bank will return the funds to your Maybank Malaysia account. No action is required from you.