

## Other Banks' Credit Card Payment (Local & Overseas) FAQs

### 1. What is "Other Banks' Credit Card Payment" service about?

This service allows you to pay any Visa and Mastercard credit cards issued in Singapore using funds from your Maybank bank account.

### 2. Who can use this service?

Any Maybank customer who has online banking access and a Maybank Singapore Dollar Saving / Current Account.

### 3. Where can I find this payment service?

Step 1: Login to Maybank2u.com.sg. If you are using your mobile phone, please login via the web browser.

Step 2: Click on **Payments** Tab

Step 3: Click on "**Other Banks' Credit Card Payment**"

### 4. Can payments be made to a Diners or AMEX card using this service?

No, payments can only be made to a Visa or Mastercard credit card that is issued in Singapore.

For Diners card issued in Singapore, you can use our Local Bill Payment service. Online payment to AMEX cards issued in Singapore is not available at this moment.

### 5. What is the minimum bill payment amount allowed?

The minimum bill payment amount allowed is S\$5 per transaction.

### 6. What is the maximum bill payment amount allowed?

The current defaulted limit is set at S\$3,000 per day with an option to increase to a maximum payment limit of S\$20,000 per day upon request and subject to the available account balance.

If you wish to increase your total combined limit to a maximum of S\$20,000 per day, you can do it online via Payments > View/Amend Limit.

### 7. Is this bill payment service chargeable?

Payment to other banks' credit card is free.

### 8. How do I add a new payee?

Step 1: Log in to Maybank2u.com.sg.

Step 2: Click on "Payment" Tab

Step 3: Select "**Other Banks' Credit Card Payment**"

Step 4: Select "Add New Payee"

Step 5: Select your credit card bank, enter the Credit Card Number and the cardholder's name

You can add up to **30 favourite payees** under Other Banks' Credit Card Payment.

### 9. Can I make a payment immediately after a new payee has been added?

Yes, after you have added your payee successfully, you can proceed to make payment to the payee immediately.

### 10. How long will it take for the payment to be received by the card issuing bank?

Please allow at least 3 working days for the card issuing bank to receive your payment. We encourage you to pay your bills a few days before your due date to avoid any inconvenience.

**11. Can the payments be scheduled in advance?**

Yes, scheduled payment is available. The payments may be scheduled up to 30 days in advance.

**12. Can a successful payment be cancelled/void?**

No. Once a payment is made successfully, it cannot be cancelled / void.

**13. What if I do not know my recipient's Visa or Mastercard card number?**

The Visa or Mastercard card number is essential for the payment. Therefore, you will need the recipient's 16-digit Visa or Mastercard card number to send the funds accordingly.

**14. Can I make an Overseas credit card payment?**

From 17 March 2019, "Overseas Credit Card bill payment" via online banking will no longer be available. You may use another payment service such as "RegionLink Bill Payment (Malaysia)" to pay Maybank Malaysia-issued credit card bills.

**15. I have provided the wrong details. Can I rectify it?**

You will not be able to change the details of your transaction after you have confirmed it with your One-Time Password via SMS or Security Token. Please ensure that all details are correct before you confirm your transaction.

**16. Can I make payment using my Maybank Credit Card as a source of funds for payments to other banks' Credit Card bills?**

From 5 April 2018, the option to pay other banks' credit card bills using Maybank Credit Card is no longer available. Payment can only be made from a Maybank Savings or Current Account.