

Other Banks' Credit Card Payment FAQs

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

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

2. Who can use this service?

Any Maybank customer who has online or mobile banking access and a Maybank Singapore Dollar Savings or Current Account can use this service.

3. How do I make payment to other banks' credit cards?

Please note that you are required to add the payee before you can make payment to other banks' credit cards. You may refer to question 8 for details.

Maybank2u Online Banking:

Step 1: Login to Maybank2u.com.sg

Step 2: Click the "Pay" tab

Step 3: Click "Other Banks' Credit Card"

Maybank2u SG app:

Step 1: Login to your Maybank2u SG app

Step 2: Tap the "Pay" tab

Step 3: Tap "Pay to Other Banks' Credit Card"

4. What is the minimum payment amount required?

There is no minimum payment amount for Diners, Mastercard and Visa credit cards. However, the minimum payment amount for AMEX credit card is S\$5 per transaction.

5. What is the maximum 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.

6. How do I amend my credit card payment limit?

Maybank2u Online Banking:

Step 1: Login to Maybank2u.com.sg

Step 2: Click "Settings"

Step 3: Click "Pay & Transfer"

Step 4: Click "View/Manage Limit"

Step 5: Amend your "Pay to Other Banks' Credit Card" limit

Maybank2u SG app:

Step 1: Login to Maybank2u SG app

Step 2: Tap "Settings" on the left sidebar

Step 3: Tap "View/Manage Limit"

Step 4: Amend your "Pay to Other Banks' Card" limit

7. Is this bill payment service chargeable?

This bill payment service is currently free of charge.



8. How do I add a new payee?

Maybank2u Online Banking:

Step 1: Login to Maybank2u.com.sg

Step 2: Click the "Pay" tab

Step 3: Select "Other Banks' Credit Card"

Step 4: Select "Add New Payee"

Step 5: Enter your payee's credit card numbers and give your payee a nickname

Maybank2u SG app:

Step 1: Login to Maybank2u SG app

Step 2: Tap the "Pay" tab

Step 3: Tap "Pay to Other Banks' Credit Card"

Step 4: Select "Add New Payee"

Step 5: Enter your payee's credit card numbers and give your payee a nickname

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

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

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

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

11. Can the payments be scheduled in advance?

Yes, scheduled payment is available. You can schedule the payments up to 30 days in advance.

12. Can a successful payment be cancelled?

No. Once a payment is made successfully, you cannot cancel it.

13. Can I make an overseas credit card payment?

Since 17 March 2019, the "Overseas Credit Card bill payment" through online or mobile banking is no longer available. You may use another payment service such as "RegionLink Bill Payment (Malaysia)" to pay your Malaysia Maybank-issued credit card bills.

14. I have provided the wrong details. Can I rectify it?

You will not be able to change the transaction's details after you have confirmed it with the one-time password through SMS or from the security token. Please ensure that all details are correct before you confirm your transaction.

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

Since 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.

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