



Multi-Currency e-Pay (MCEP) FAQs

1. What is Multi-Currency e-Pay?

Multi-Currency e-Pay is an innovative share payment service which resides on Maybank Kim Eng KE Trade portal to enable you to buy and sell shares in SGD, USD, EUR, GBP, JPY or HKD and directly debit from, and credit to your respective Maybank account(s).

Your instructions are given and executed directly from within KE Trade portal on desktop, bypassing the need to log in to your Maybank Online Banking.

2. What are the advantages of Multi-Currency e-Pay over other share payment services?

- Trading and payment of shares are all done seamlessly within the KE Trade portal.
- Share payments and proceeds are directly debited from, and credited to your pre-designated Maybank Primary account(s).
- Option to set up Maybank Secondary account(s) as a backup to your Maybank Primary account(s) for deduction of share payments, should the Primary account have insufficient funds. This will prevent forceselling of shares due to non-payment.
- Share payment in USD, EUR, GBP, JPY or HKD is directly debited from a Maybank account of the same currency, so that you will not incur losses due to foreign exchange conversion.
- Selected Maybank account(s)* opened for the purpose of Multi-Currency e-Pay will enjoy preferred interest rates and selected fee waiver.

**Only for iSAVvy Savings Account or USD Foreign Currency Current Account (Chequebook will not be issued for the Account).*

3. How does Multi-Currency e-Pay work?

Firstly, you need to apply for a one-time linkage of your Maybank account(s) for the purpose of Multi-Currency e-Pay. Upon successful setup of Multi-Currency e-Pay, you can make share payments right from within KE Trade portal, for funds to be debited from, and credited to your Maybank Primary account(s)* in the corresponding currency.

You also have the option to set up Secondary Maybank account* of the same currency as the primary account as a backup for your Primary Maybank account for deduction of share payments, should there be insufficient funds in your Primary account. This will prevent forceselling of shares due to non-payment.

**Only one Primary and Secondary account can be set up for each currency.*

4. Who can apply for Multi-Currency e-Pay?

You can apply for Multi-Currency e-Pay, so long as you have a Maybank Kim Eng trading account and a relevant Maybank account.

If you do not have an existing Maybank Account as yet, you may head over to any of our [local branch](#) for assistance for foreign and local currency account or you may simply apply online for local currency account.

5. How do I apply for Multi-Currency e-Pay?

Simply approach your nearest Maybank Kim Eng Investor Centre for assistance. Alternatively you may download the application form here and submit to the address as indicated in the [form](#).

6. Can I apply for Multi-Currency e-Pay, if I do not have a Maybank account?

The service is for debiting and crediting of share payment exclusively from Maybank account(s). Should you not have a Maybank account, you may visit any of the [Maybank Singapore Branch](#) with the necessary supporting documents to open your Maybank account(s) (SGD, USD, EUR, GBP, JPY or HKD).

For more information on Maybank account, please contact Maybank Customer Relationship Executives on 1800MAYBANK (1800-629 2265) or (65) 6533 5229(Overseas).

7. What are the supporting documents required for the application to link a Maybank account for the purpose of Multi-Currency e-Pay?

When you visit any of the Maybank Kim Eng Investor Centre for the application, please bring along the following:

For Singapore Citizen/Permanent Resident

- NRIC (Front & Back)
- Proof of Mailing Address, such as an original utility bill, bank statement showing your residential address in Singapore (To provide if current mailing address differs from NRIC)

For Foreigner

- Passport
- Valid Pass (Employment Pass/Work Permit)
- Proof of Mailing Address, such as an original utility bill, bank statement showing your residential address in Singapore.

8. When I submit my application to link a new Maybank account for the purpose of Multi-Currency e-Pay, do I need to place a deposit?

When the application form is being submitted, there is no need to place a deposit as yet. Upon receiving the account opening notification letter, please proceed to place at least the initial deposit amount required by the account, within a month of account opening date. If you did not receive the account opening notification letter, you may check via:

- Your Maybank Online Banking or Mobile Banking
- Maybank Contact Centre at 1800-MAYBANK (1800-629 2265) or (65) 6533 5229 (Overseas)

9. I already have a Maybank account. How do I apply for Multi-Currency e-Pay?

You can apply to link any Maybank account denominated in SGD, USD, EUR, GBP, JPY or HKD for the purpose of Multi-Currency ePay. You will need to be the authorised signatory of the designated Maybank

account(s) for Multi-Currency e-Pay. Instruction to link existing Maybank account follows the account mandate.

To apply for linkage of Maybank account(s) and set up Multi-Currency e-Pay, please visit any of the Maybank Kim Eng Investor Centre. Alternatively, you may download the [application form](#) and submit it to the address as indicated in the form.

10. How long does it take to process my application?

Upon receiving your application form and supporting documents, it will take Maybank Kim Eng approximately 3 working days to process your application.

11. How do I check on my application status?

Maybank Kim Eng will update you in writing on the status of your application.

You may check via:

- KE Trade portal
- Maybank Kim Eng at Helpdesk phone line on (65) 6432 1888
- Email to Maybank Kim Eng at helpdesk@maybank-ke.com.sg
- Maybank Contact Centre at **1800-MAYBANK** (1800-629 2265) or **(65) 6533 5229** (Overseas)

12. How do I check on the status of share payment transactions?

Debit payment status:

- SMS notification option via Smart Alert from Maybank Online Banking

Debit/Credit payment status:

- Maybank Kim Eng at Helpdesk phone line on (65) 6432 1888
- Email to Maybank Kim Eng at helpdesk@maybank-ke.com.sg
- Maybank Contact Centre at **1800-MAYBANK** (1800-629 2265) or **(65) 6533 5229** (Overseas)
- Your Maybank Online Banking or Mobile Banking

13. As a current user of Multi-Currency e-Pay, how do I link additional or delink existing Maybank account(s) for the purpose of Multi-Currency e-Pay?

To add on Maybank account(s) or delink existing account(s) from Multi-Currency e-Pay, approach your nearest Maybank Kim Eng Investor Centre for assistance.

14. Are there any charges for using Multi-Currency e-Pay?

There are no charges for using Multi-Currency e-Pay, except for Maybank Kim Eng share trading fees and Maybank account maintenance fees if any.

15. I have successfully enrolled for Multi-Currency e-Pay, how do I initiate my share payment via Multi-Currency e-Pay?

Step 1: Log into KE Trade Portal and click on e-Services > e-Forms >

Multi-Currency e-Pay

Step 2: Select the contract(s) you wish to make payment for

Step 3: Verify the status of the due date via KE Trade portal

For full step-by-step reference please refer to Multi-Currency e-Pay guide.

16. How do I fund my Maybank Foreign currency account?

A) Online Banking

Step 1: Log into Maybank Online Banking

Step 2: Select your Maybank account in SGD (if any) and transfer via intra bank funds transfer to your Maybank foreign currency account with no service fee (foreign exchange at board rate)

B) Cheque / Telegraphic Transfer

Issue a Foreign Currency cheque or telegraphic transfer in same currency of your Maybank Foreign Currency Account.

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