

## FAQs on Maybank Overseas Transfer (Malaysia)

**1. What is Maybank Overseas Transfer (Malaysia) service?**

This is an online service to transfer funds to accounts maintained in all banks and participating e-money mobile apps in Malaysia via Maybank2u Online Banking or Maybank2u SG app.

**2. When can I use the service?**

This service is available 24/7.

**3. How long does a transfer take?**

Maybank Malaysia	Other Banks in Malaysia
Instant	Up to 2 business days

**4. Can I schedule my funds transfer in advance?**

No, scheduling of transfer is not available for this service.

**5. When will my account be debited?**

Your account will be debited immediately after you have successfully submitted the transaction.

**6. What information is required for this service?**

Please ensure that you input the following mandatory Payee's information:

- Account Number
- Bank Name
- Name / Business Full Name (as per account opening)
- Nationality / Business Registered Country

*Additional information may be required, please refer to on-screen instruction.*

**7. Can I add or delete my payee?**

Yes, you can manage your payee list via Maybank2u Online Banking or Maybank2u SG app.

Via Maybank2u Online Banking

- Login to Maybank2u Online Banking
- Click on "Pay & Transfer"
  - Under "Transfer To", select "Overseas Accounts" Select "Add Payee" to add new payee OR
  - Click the menu button (3 dots) beside the payee that you would like to delete and select "Remove" to delete existing payee

Via Maybank2u SG app:

- Login to Maybank2u SG app
- Tap on "More" and select "Settings"
- Tap on "Manage Payee List"
- Tap on "Overseas Payee"
  - Tap on "Add Payee" to add new payee OR
  - Tap on the payee that you would like to delete and select "Delete Payee" to delete existing payee

**8. What is the daily maximum transfer amount for this service?**

The default limit is S\$3,000 per day. You can adjust this limit, or increase the limit to a



maximum of S\$100,000 via Maybank2u Online Banking or Maybank2u SG app.

Via Maybank2u Online Banking

- a) Login to Maybank2u Online Banking
- b) Click on "Settings"
- c) Click on "Pay & Transfer"
- d) Click on "View/Manage Limit"
- e) Select "Overseas"
- f) Adjust the limit for "Maybank Overseas Transfer"

Via Maybank2u SG app:

- a) Login to Maybank2u SG app
- b) Tap on "More"
- c) Tap on "Settings"
- d) Tap on "Maybank2u"
- e) Tap on "View/Manage Limit"
- f) Select "Overseas"
- g) Adjust the limit for "Maybank Overseas Transfer"

**9. What is the foreign exchange rate for my funds transfer?**

The foreign exchange rates upon successful transaction submission will apply.

**10. Can I transfer funds to the account(s) in other foreign currencies instead of MYR?**

No, you can only transfer funds to the account(s) in MYR.

**11. Will there be charges for this service?**

Please click [here](#) to view the fees and charges for this service.

**12. How do I know if my funds is transferred successfully?**

You can check the status of your funds transfer transaction in the past 30 days.

Via Maybank2u Online Banking

- a) Login to Maybank2u Online Banking
- b) Click on menu button (3 bars) next to "Apply"
- c) Click on "View Status"
- d) Click on "Overseas Transfer"
- e) Select either "Maybank Overseas Transfer (Maybank Malaysia)" or "Maybank Overseas Transfer (Other Banks in Malaysia) to check status

Via Maybank2u SG app:

- a) Login to Maybank2u SG app
- b) On the app dashboard, tap on "Transfer"
- c) Tap on "Overseas"
- d) Tap on "Transfer Status"
- e) Select either "Maybank Overseas Transfer (Maybank Malaysia)" or "Maybank Overseas Transfer (Other Banks in Malaysia) to check status

**13. What happens if I transfer funds to the wrong payee account?**

We remind customers to take extra precaution when conducting funds transfer as recovery will be difficult once the transaction(s) is/are confirmed. We can only assist in the recovery, and will not be able to influence the outcome of the funds that have been transferred wrongly to a third party account.

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