

## RegionLink Instant Funds Transfer FAQs

### 1. What is RegionLink Instant Funds Transfer service?

This is a service for you to transfer funds instantly from Singapore to accounts maintained with Maybank in Brunei, Malaysia, and the Philippines.

### 2. Whom can I send money to?

You can send money to any recipient who maintains a personal Maybank Current or Savings account in Brunei, Malaysia, and the Philippines.

### 3. How soon will the funds reach my recipient?

RegionLink Instant Funds Transfer allows the funds to be credited instantly into your recipient's Maybank account in Brunei, Malaysia, and the Philippines.

### 4. Can my recipient access or check the availability of the funds after banking hours?

Yes, your recipient can access and check the funds via any Maybank ATMs in Brunei, Malaysia, or the Philippines, or through our Maybank Malaysia's online banking service for Maybank account in Malaysia. .

### 5. Will there be situations where the funds will not reach my recipient instantly?

Yes, there are certain scenarios that do not allow for instantaneous crediting of funds. For example:

- Recipient's Maybank account in Brunei, Malaysia, and the Philippines has been inactive for the past 12 months
- Account Holder is a non-Malaysian for RegionLink funds transfers to Maybank Malaysia

### 6. How do I start using this service?

To make a RegionLink Instant Funds Transfer, simply visit any of our Maybank [Branch](#) in Singapore with your NRIC or Passport. You need the details of the recipient's Maybank account in Brunei, Malaysia, or the Philippines such as the name of the account holder and his/her account number

The funds transfer amount can be paid via any of the following modes:

- By cash
- By debiting from your Maybank account in Singapore
- By issuing a Maybank cheque

### 7. Can I use this service if I do not maintain a Maybank account in Singapore?

No. You need to be a Maybank account holder to enjoy this service.

### 8. Will I incur any agent fees?

No, there will be no additional fee charged by the agent bank in Brunei and Malaysia.

### 9. Will I be able to determine the exact amount that my recipient will receive in the converted currency?

Yes, you can determine the exact amount that your recipient will receive in his/her local currency based on the prevailing foreign exchange rate.

### 10. What is the exchange rate used for the RegionLink Instant Funds Transfer?

The prevailing foreign exchange rate will be used at the point of application.