



## atm<sup>5</sup> - Shared ATM Network FAQs

### 1. What is atm<sup>5</sup>?

atm<sup>5</sup> is a shared ATM network among the following participating Qualifying Full Banks (QFBs):

- Maybank
- Bank of China
- Citibank
- HSBC
- Standard Chartered Bank
- State Bank of India

### 2. How will I know which of the ATM locations are participating in the Shared ATM Network under atm<sup>5</sup>?

ATMs that participate in the Shared ATM Network will bear the atm<sup>5</sup> logo.

### 3. What services can I perform on the shared ATM network?

Currently, you will be able to perform balance inquiries and cash withdrawals. However, the range of services may be broadened and increased over time to meet your needs.

### 4. Are there any fees and charges for using the ATMs in the network?

There is no transaction fee charged for cash withdrawal when using the ATMs of the partner banks. This waiver of transaction fee does not apply to Maybank Prepaid and Business Debit Cards.

### 5. Do I need to change my Maybank ATM card in order to access the atm<sup>5</sup> network?

You will be able to continue using your existing ATM card issued by Maybank Singapore.

However, if your ATM card was issued by the Bank before April 1999, you will need to replace it in order to access the atm<sup>5</sup> network. Cards issued before April 1999 are embossed with numbers that start with "7302". To replace your Card, simply visit any of our 21 Branches in Singapore and we will replace it free of charge.

### 6. Can I access the shared ATM network using my Maybank ATM card issued by other countries such as Malaysia, Brunei, the Philippines or Indonesia\*?

You can access the shared ATM network only with Maybank ATM cards issued in Singapore.

### 7. My credit card functions as my ATM card as well. Can I access the network using my credit card?

Yes, you can continue using your credit card for your ATM transaction needs provided the arrangement to access your account(s) through your credit card has not changed.

### 8. What will happen if I insert my ATM card in an ATM that is not a participating atm<sup>5</sup> network? Would I be able to perform any transaction?

If it were a Maybank ATM that is not part of the atm<sup>5</sup> network, you will still be able to perform the normal Maybank ATM services.

If it were another participating QFB's ATM that is not part of the atm<sup>5</sup> network, you will receive a message that says, "Your transaction could not be processed as the ATM does not participate in atm<sup>5</sup>". You will then be advised to call your issuing bank.

### 9. What do I do if my card is captured at another bank's ATM?

For Maybank ATM cardholders, please approach the nearest Maybank Branch to request for a replacement ATM card.

\*Card issued by Bank Internasional Indonesia (BII)