

## Daily Customer Limit and Daily Transaction Limits FAQs

1. What is Daily Customer Limit?

This is the limit set for the total amount that you may transact for any combination of services performed via all our Self-Service Banking Channels in a day, excluding transfer of funds to your own Maybank accounts and for Share Payment. Currently, the maximum Daily Customer Limit for Consumer Internet Banking is S\$200,000.

Please note that the Bank reserves the right to change this Daily Customer Limit any time without prior notice.

2. What is Daily Transaction Limit?

This is the limit set for the total amount that you can transact for each type of digital banking services per day.

3. What is the difference between Daily Customer Limit and Daily Transaction Limit?

Daily Customer Limit applies to the total amount transacted for any combination of services performed via all our Self-Service Banking Channels, while Daily Transaction Limit is specified for each type of service.

Example:

Daily Customer Limit – S\$200,000

Type of Service	Daily Transaction Limit	Amount Transacted
Local Funds Transfer (Today or Next Business Day)	S\$200,000	S\$170,000
Telegraphic Transfer	S\$100,000	S\$15,000
Maybank Overseas Transfer	S\$100,000	S\$15,000
	Total:	S\$200,000

As illustrated above, the total amount transacted for the combination of services has reached the maximum Daily Customer Limit of S\$200,000. Therefore, the customer will not be able to perform any further transactions for the day, even if the Daily Transaction Limit for some of the services have not reached their maximum limit or have not been used at all.

4. Would my Future Dated or Recurring Transactions be affected by the Daily Transaction Limit and Daily Customer Limit?  
Yes, Future Dated or Recurring Transactions will also be subject to both the Daily Transaction Limit and Daily Customer Limit on the payment date (effective date) of the respective transactions.

5. How does the implementation of the Daily Customer Limit benefit me?  
The implementation of the Daily Customer Limit is a further enhancement to the security measures taken to protect our customers who perform transactions via our Self-Service Banking Channels, giving them a greater peace of mind.

In addition, with the implementation of the Daily Customer Limit, the maximum Daily Transaction Limit that customers can revise to is now increased for each of the banking services available via the Self-Service Banking Channels. That is to say, customers will now be able to transact a higher amount for each of the services as long as the total amount transacted for all the services within the day does not exceed the Daily Customer Limit.

6. How can I change the Daily Transaction Limit?  
To change the Daily Transaction Limit for each of the digital banking services, please login to *Maybank2u Online Banking > Settings > Pay & Transfer > View/Manage Limit*.

You may also login to your Maybank2u SG app and make changes via *Settings > Maybank2u > View/Manage Limits*.

For your information, the Daily Customer Limit set by the Bank cannot be changed or customized.

7. Do Daily Transaction Limit and Daily Customer Limit apply to counter transactions?  
No, your transactions at our branch counters are not confined to these limits. The limits apply only to transactions that require outbound transfer of funds performed via Maybank2u Online Banking, Mobile Banking and all our Self-Service Banking Terminals, excluding transfers to own Maybank accounts and Share Payments.

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