

[Goal-Based Investment] FAQs

About Goal-Based Investment (GBI)

1. What is Maybank Goal-Based Investment (GBI)?
GBI involves planning and investing towards specific personal life goals, such as saving for children's education or retirement. This is different from a traditional investing framework whereby investors work towards outperforming a market average or benchmark.
2. Why should I use GBI?
With the Financial Goals feature under GBI, you will be able to monitor and adjust your investment and goals based on investment performance and goal progress. This will allow you to be more focused and disciplined in investing to achieve your goals in life.
3. What are products being offered in GBI?
As of the current stage, we only offer unit trust funds.

Getting Started

4. Must I be an existing customer of Maybank to use GBI?
Yes, you need to be an existing Maybank customer in order to use GBI. If you are currently not an existing customer, you can open a Maybank Savings Account [here](#). Do note that you must also have email address registered with Maybank to access GBI.
5. How do I update my email address?
On Maybank2u Online Banking:
 - i. Login to Maybank2u Online Banking
 - ii. Go to Settings
 - iii. Click on 'Contact Details'
 - iv. Under email, click on the edit pencil icon and update email
 - v. Click 'Save'
On Maybank2u SG (Lite) app:
 - i. Login to Maybank2u SG (Lite) app
 - ii. Go to the home dashboard
 - iii. Click on your avatar located at the top left corner of the screen
 - iv. Click on Profile
 - v. Update your email
 - vi. Click 'Save Changes'
6. Is it mandatory to accept the Terms & Conditions?
Yes. It is important to understand the terms and conditions of using GBI.
7. Is GBI only available online?
Yes, it is only available online via Maybank2u Online Banking and Maybank2u SG (Lite) app.

8. What is Customer Knowledge Assessment (CKA) and is it mandatory?
CKA is mandatory in order to use GBI. CKA's purpose is to assess whether you have the relevant knowledge or experience to understand the risks and features of the products you are investing in.
9. What is Risk Profile Questionnaire (RPQ) and is it mandatory?
RPQ is optional. RPQ's purpose is to assess your willingness and capacity to take risk and determine an appropriate risk profile for you.
10. Can I use CPF or non-cash to invest?
No, you can only invest in cash.

Goal Creation

11. What are the types of goals available?
You can choose from the following categories: Retirement, Education, Income & Grow Your Wealth.
12. Can I create multiple goals of the same category?
Yes, you can. For Education, Income & Grow Your Wealth, you can create a maximum of 3 goals in each category.

Note: For the retirement category, there can only be one goal created. In total, each individual customer can create up to a total of 10 goals.

13. How do I start creating a goal?
Follow the steps below to create a goal in GBI:

On Maybank2u Online Banking:

- i. Login to Maybank2u Online Banking
- ii. Click on 'Wealth' to access your wealth dashboard
- iii. Click on the 'Create Goal' button to begin your GBI journey

On Maybank2u SG (Lite) app:

- i. Login to Maybank2u SG (Lite) app
- ii. Go to the home dashboard or click on 'More'
- iii. Click on 'Financial Goals'
- iv. Click on the 'Create Goal' button to begin your GBI journey

14. Can I add in my other investments/savings when creating my goal?
Yes, in the "Define your goal" stage, you can opt to include other assets you own towards this goal.
15. When creating a goal, will the value of the assets I own be directly counted towards achieving the goal?
It will only be considered if you indicate the assets that you own in the "Define your goal" stage.

16. How many funds can I select in the fund selection page?
You can select up to 5 funds. However, if you wish to invest in more than 5 funds, you can always do so by adding funds in the goal monitoring dashboard.
17. What is the minimum initial investment needed for GBI?
The minimum initial investment is SGD 200 for selected funds. We may adjust the minimum initial investment amount without prior notice when we deemed it necessary.
18. Is there an option for Regular Subscription Plan (RSP)? If so, what is the minimum amount for the RSP?
Yes, Maybank offers the option to start an RSP from SGD 200 for selected funds. We may adjust the minimum RSP amount without prior notice when we deemed it necessary.
19. How do I find the minimum initial investment and RSP amount of a specific fund?
The individual fund's minimum initial investment and RSP amount is located in the fund allocation screen where you can key in the amount to invest in the funds. We may adjust the minimum initial investment and RSP amount without prior notice when we deemed it necessary.
20. Must I invest monthly in order to purchase the unit trust funds?
No, you can choose to not invest monthly and just invest with an initial investment amount.
21. Must I invest an initial amount before I am allowed to set up RSP?
Yes, you must invest an initial amount before you are allowed to set up RSP for each fund.

Goal Monitoring

22. How do I view the list of all the goals I have previously created?
Follow the steps below to view the list of goals you have previously created:
On Maybank2u Online Banking:
 - i. Login to Maybank2u Online Banking
 - ii. Click on 'Wealth' to access your wealth dashboard
 - iii. Scroll down and here you will find the list of goals you have created previouslyOn Maybank2u SG (Lite) app:
 - i. Login to Maybank2u SG (Lite) app
 - ii. Go to the home dashboard or click on 'More'
 - iii. Click on 'Financial Goals'
 - iv. Here you will find the list of goals you have created previously
23. How do I edit my goals after creating them?
On the goal monitoring dashboard, click on the 3 dots menu '...' and select 'view goal details' to edit the goal inputs.
24. How do I check my goal performance?
You can do so via performance metrics in the goal monitoring dashboard.
25. What is Time-Weighted Rate of Return (TWRR)?
It is the compounded rate of growth of your portfolio.

26. Are there any penalties for withdrawing from a goal before reaching the target?
There are no penalties for withdrawing, but you will be at risk of not reaching goal targets.
27. What happens if I want to close or delete a goal?
There are no penalties for goal deletion, but you will be at risk of not reaching goal targets.
28. Can I cancel my RSP in a goal if needed?
Yes, you can cancel your RSP at any time through the goal monitoring dashboard.
29. Can I make additional contributions to a goal beyond the initial investment and RSP amount?
Yes you can do lump sum amount top up, set up new RSP or increase existing RSP via the goal monitoring dashboard.
30. Is there a maximum duration for a goal?
There is no maximum duration. You can continue investing and allow the investments to compound further even after reaching goal target amount.

31. How do I interpret the graphs on my dashboard?

The graphs are separated into 2 different parts:

Present Graph:

This graph displays the contributions, withdrawals, and investment value movements over time and up to current date.

Future Graph:

This graph displays the projection of assets up to your goal target age. For retirement goal, the graph will show you how the assets will be drawn down for spending in your retirement years.

32. Will the goal tracker data on the present and future graph be updated in real time?
Yes, the goal tracker data on the present and future graph is updated in real time every time you access GBI.
33. Why is the nominal value of the goal target different from that displayed in the future graph?
The nominal value of the goal target differs from the chart displayed due to adjustments for inflation, projection assumptions and estimated investment performance. This ensures that financial goals account for the eroding effects of inflation over time and reflect a more realistic assessment of purchasing power in the future. These adjustments help to provide a more accurate representation of the target's true value.

Assumptions and Calculations

34. What are the assumptions made in GBI?
Assumptions used in the calculation of the simulation:

Goal Amount:

- i. The goal amount is an estimated amount for your goal based on information provided by you. It's calculated based on inflation-adjusted expected expenses and net of expected income. Your investments are assumed to be liquidated at goal target age, and invested in a conservative portfolio of investments.

Education Goal Amount:

- i. The goal amount is an estimated amount required for university and is calculated based on inflation-adjusted tuition costs and accommodation costs. Education inflation is assumed to be double of general inflation which is tagged to the target inflation for the central banks assuming the target inflation range will be met in the long term. A 99% confidence is used for all countries, except for New Zealand which uses 1.5 Standard Deviation. Your investments are assumed to be liquidated at goal target age, and invested in a conservative portfolio of investments.

Projected Investment Value:

- i. The projected investment value is an estimated amount based on your initial investment and the amount of RSP. The actual numbers will differ from the calculations depending on the economic conditions and the actual returns of your investments. The calculation does not provide any analysis on your financial position, investment objectives nor individual needs, and must not be regarded as any advice for your financial planning.

Projected Savings and Investment Value:

- i. This is the amount of the projected values of current value of savings /investments and monthly savings / investments set aside for the goal using the respective growth rates adjusted and edited by you.

Projected Value of CPF Value:

- i. This amount is an estimate of CPF LIFE plan payout (<https://www.cpf.gov.sg/member/retirement-income/monthly-payouts/cpf-life>) which may give slightly different results from the ones you get using the CPF Life Estimator on CPF's official website.

Portfolio Return Rate:

- i. The portfolio return rate is dependent on the goal risk level selected, which you can adjust and edit. The expected return for each risk level is based on the respective optimised model portfolios using our capital market assumptions over a 5-year horizon.

Inflation Rate:

- i. The default inflation rate is based on past 10 years' geometric average which you can adjust and edit.

Savings / Investment Interest and Growth Rates:

- i. The following default rates have been used which you can adjust and edit:
 - Saving Interest Rate: 0.05%
 - Savings Growth Rate: 0.5%
 - Investment Return Rate: 2.5%
 - Investment Growth Rate: 0.5%

Fees & Charges

35. What are the sales charge/fees in using GBI?
There will be a 1% sales charge from the purchase of unit trust funds via GBI. We may adjust sales charge/fees without prior notice when we deemed it necessary.

Electronic Communications

36. How will I be notified of the investment instructions that are submitted?

You will be notified via email and/or push notifications.

37. How will I be able to see my trade advices?

It will be available in an electronic format where you can log in to view. You can retrieve up to 6 months of past records from the accessed date:

On Maybank2u Online Banking:

- i. Login to Maybank2u Online Banking
- ii. Click on 'Wealth' to access your wealth dashboard
- iii. Scroll down and here you will find the list of goals you have created previously
- iv. Click on the goal to access the goal monitoring dashboard
- v. Scroll down and here you will find the transaction details where you can download trade advices

On Maybank2u SG (Lite) app:

- i. Login to Maybank2u SG (Lite) app
- ii. Go to the home dashboard or click on 'More'
- iii. Click on 'Financial Goals'
- iv. Click on the goal to access the goal monitoring dashboard and toggle to performance tab
- v. Scroll down and here you will find the transaction history where you can download trade advices

38. Will I receive monthly eStatement of my goals?

Yes, it will be available in an electronic format where you can log in to retrieve up to 7 years' of past records from the accessed date.

On Maybank2u Online Banking:

- i. Login to Maybank2u Online Banking
- ii. Click on 'Wealth' to access your wealth dashboard
- iii. Scroll down and here you will find the list of goals you have created previously
- iv. Click on the goal to access the goal monitoring dashboard
- v. Scroll down to the bottom
- vi. Click on 'View eStatements'

On Maybank2u SG (Lite) app:

- i. Login to Maybank2u SG (Lite) app
- ii. Go to the home dashboard or click on 'More'
- iii. Click on 'Financial Goals'
- iv. Click into the goal which statement you want to view
- v. Click on the 3 dots on the upper right corner
- vi. Click on 'View eStatements'

Other useful information

39. Will the fund be purchased on the same day at the point of fund deduction?

Your unit trust fund order will be submitted to Fund House for processing which can take up to 7 business days.

40. Can I transfer my existing investments in other financial institutions into my Maybank Financial Goals account?
No, you cannot do so. Currently, financial goals primarily supports investments in unit trust funds offered by Maybank.
41. Is there a way to transfer a goal to another person, such as a family member?
Goal transferring is not available for GBI.
42. Can I switch between different funds within a goal after setting it up?
Fund switching is not available for GBI.
43. What happens if the fund I've invested in underperforms?
Investment performance can vary, and if a fund underperforms, it may impact your ability to reach your goal as planned. Consider reviewing and adjusting your investments if needed.
44. How often should I review and adjust my goals and investments?
It's advisable to review your goals and investments periodically, especially when there are significant changes in your financial situation or life goals. Maybank's GBI allows you to make adjustments as needed.

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