

FAQs on Online Bill Payment (Local)

1. What is Bill Payment?

Bill Payment is a free service that allows you to pay your bills electronically. All that you need is a SGD Current or Savings Account (for debiting of payment) and the bill reference number.

2. How do I pay my bill online?

Follow the steps below:

Via Maybank2u Online Banking:

- a) Login to Maybank2u Online Banking
- b) Click on “Pay & Transfer”
- c) Click on “Pay” > “Pay To” : “Local Billing Org”
- d) Click on “New One-Time Payment” or “+Add New Payee”
- e) Select the organization that you want to pay and input the Bill Account Number

Via Maybank2u SG (Lite) app:

- a) Login to Maybank2u SG (Lite) app
- b) Click on “Pay Bills” > “Local”
- c) Select the organization that you want to pay and input the Bill Account Number

Alternatively, you can pay your bills via AXS from Maybank2u SG (Lite) app.

- a) Login to Maybank2u SG (Lite) app
- b) Click on “Pay Bills” > “AXS”
- c) You will be redirected to AXS page to select billing organization. After selecting the billing organization and amount, you will be redirected back to Maybank2u SG app to select debiting account.

3. Who are the participating Bill Payment Organisations?

There are over 40 participating billing organisations. You can refer to the list [here](#).

For payment via AXS, you can select Billing Organisations from a wide range of categories.

4. How do I know what is my Bill Account Number?

Your Bill Account Number is provided by your billing organization, and is usually the account/card number printed on your payment/invoice slip. If you are unsure, please check with your respective billing organisation.

You can refer to the Bill Account Number format [here](#).

5. Is there a minimum payment amount?

The minimum payment amount varies for different billing organisations. To check the minimum amount, refer [here](#).



For payment via AXS, the minimum amount will be shown on the payment page.

6. Can I set future dated and recurring payment?

Yes, you can set a future date or schedule a recurring payment.

For payment via AXS, you will not be able to set a future date or recurring payment. All payments are immediate.

7. Is the service accessible at all time?

The service is available 24/7.

8. How long does it take for the billing organisation to receive the payment?

Please allow at least 2 to 3 working days from the payment date for the billing organisation to receive your payment.

9. How do I know if my bill payment is successful?

Please check with your billing organisations, the successful bill payment transaction should be reflected in your next billing statement.

10. Is there a maximum transaction limit for bill payment?

Yes, the daily maximum transaction limit is SGD 20,000. The default limit is set at SGD 3,000 per day and you can amend the limit by following the steps below:

Maybank2u Online Banking:

“Setting” > “Pay and Transfer” > “View/Manage Limit” > “Local” > “Pay to Local Billing Org”

Maybank2u SG (Lite) app:

“Settings” > “Maybank2u” > “View/Manage Limits” > “Local” > “Pay to Local Billing Org”

11. How can I delete the payees under AXS favourite list?

Maybank2u SG (Lite) app:

- a) Go to “Settings” > “Manage Payee List” > “Bill Payment (AXS) Payee”
- b) Click on the payee you wish to delete and follow on-screen instructions.