



## Online Bill Payment (Malaysia) FAQs

### 1. What is Online Bill Payment (Malaysia) service?

This is an online service for you to pay your bills in Malaysia via [Maybank2u.com.sg](http://Maybank2u.com.sg).

### 2. What types of bills can I settle, and which organisations can I make payment to?

Here is the [list of payee organisations](#) you can make payment to in Malaysia.

### 3. How do I start using the Online Bill Payment (Malaysia) service?

You need to have a Maybank Savings or Current Account, as well as access to [Maybank2u.com.sg](http://Maybank2u.com.sg).

### 4. Do I need to apply for the Online Bill Payment (Malaysia) service?

No. You can use this service without prior application. However, in using this service, you are agreeing to be bound by the [Terms and Conditions for Cross Border Funds Transfer and Bill Payment](#) (PDF).

### 5. Is the service available 24/7?

The Online Bill Payment (Malaysia) service is available 24x7.

### 6. How soon are the payments effected?

Payments made before 4 pm (Singapore time) on Mondays to Fridays will be credited to the respective payee organisations on the same day, unless the transaction falls on a Malaysian Public Holiday. If the transaction falls on a Malaysian Public Holiday, it will be effected on the next business day in Malaysia.

Payments made after 4 pm (Singapore time) on Mondays to Fridays, or on Saturdays and Sundays, will be treated as the next business day's transaction. The respective payee organisations will be credited on the next business day in Malaysia.

### 7. Can I schedule my bill payments in advance?

No. You cannot schedule payments for your Malaysian bills in advance.

### 8. When will my account be debited?

Your account is debited immediately after you click the "Confirm" button.

### 9. What is "Update Payee Account List"?

When you make payments through our Online Bill Payment (Malaysia) service, you need to enter the account or reference number pertaining to your bill.

"Update Payee Account List" allows you to register/delete up to 10 of your favourite payee organisations in Malaysia so that you do not have to enter the account details each time you make a payment.

### 10. Can I make a payment without having to set up new payee account(s) in Update Payee Account List?

As a security measure, you are required to set up new 3rd party payee account(s) in Update Payee Account List before you can make a funds transfer.

### 11. Is there a daily maximum amount for Online Bill Payment (Malaysia)?

The default limit is set at S\$3,000 per day per customer, with an option to increase up to a maximum of S\$20,000. Simply mail us the completed Daily Transaction Limit Update Request form (PDF). If you wish to change the transaction limit. For immediate update of your Daily Transaction Limit, please log into [Maybank2u.com.sg](http://Maybank2u.com.sg) (Online Banking) to make changes online via Funds Transfer > View/Amend Limit.

**12. What is the foreign exchange rate used for my bill payments?**

Payments for your Malaysian bills will be made in Singapore Dollars. Maybank in Malaysia will then credit the respective payee organisations in Ringgit, using the prevailing foreign exchange rate as at the date and time of the processing.

**13. Can I pay my Malaysian bills using my Maybank account(s) in Malaysia?**

No. You can only pay your bills using your Maybank account(s) in Singapore.

**14. Is there a fee for using the Online Bill Payment (Malaysia) service?**

No. This service is free.

**15. How do I know if my bill payments have been successful?**

You can check the status of your bill payments that were made in the past 30 days via "Bill Payment Transaction History". Depending on its current status, one of the following will be reflected beside each transaction:

- Pending - Transaction is pending confirmation from Maybank Branches in Malaysia
- Successful - Payment has been successfully credited to the payee organisation's account with Maybank in Malaysia
- Unsuccessful - Payment has been rejected. Please verify the details of the payee organisation and perform the transaction again.

**16. What happens if I made a payment using the wrong account number?**

Please call our Customer Service Executives at **1800-MAYBANK (1800-629 2265)** for assistance.

**17. How can I pay to a company that is not listed on your list of payee organisations?**

Please send us the name of the payee organisation in Malaysia that you would like to be listed by clicking [here](#), and we'll work towards signing them up.