

## Unit Trust Investment Online

### Frequently Asked Questions (FAQ)

**Q. What do I need before I can apply for a Unit Trust account online?**

- A.** You will need
- An existing Maybank Savings, Current or CreditAble Account with access to Online Banking
  - To be at least 18 years old

**Q. How do I apply for a Unit Trust account via Online Banking?**

- A.**
- Log in to Online Banking
  - Click **Apply**
  - Under **Investment**, click **Apply Now** for Unit Trust Account

**Q. How do I subscribe to unit trust online?**

- A.**
- Log in to Online Banking
  - Under **Wealth**, click on **Unit Trust**
  - Select **Subscribe Fund**

**Q. Can I subscribe online using my CPF funds?**

- A.** This option is currently not available online.

**Q. Can I subscribe to foreign currency funds online?**

**A.** This option is currently not available online. You can only subscribe to SGD funds online.

**Q. Will my subscription be processed and confirmed immediately?**

**A.** Subscriptions made before 3.30 pm on a business day\* will be processed on the same day while subscriptions made after 3.30 pm will be processed the following business day.

*\*Business day refers to Mondays to Fridays, except Public Holidays.*

**Q. When will my account be debited for purchase of unit trusts?**

**A.** Your designated Maybank Savings, Current or CreditAble Account will be debited at the point of subscription.

**Q. Are there any charges for subscription of unit trusts online?**

**A.** Yes, usual sales charge applies, and this will be deducted from your subscription amount.

**Q. Are there any discounts for subscription of unit trusts online?**

**A.** Yes, there is a discount off the sales charge for online subscriptions.

**Q. Will my redemption be processed and confirmed immediately?**

**A.** Redemptions made before 3.30 pm on a business day\* will be processed on the same day while redemptions made after 3.30 pm will be processed the following business day.

*\*Business day refers to Mondays to Fridays, except Public Holidays.*

**Q. Where can I find a record of my transaction (subscription/ redemption) history online?**

**A.**

- Log in to Online Banking
- Click on **Wealth**, select **Unit Trust**

**Q. Can I cancel a unit trust online? Is there a fee?**

**A.** A request to cancel a unit trust will be subjected to the terms and conditions of cancellation which can be found in the [Unit Trust Cancellation Form](#). If the fund is eligible for cancellation, please proceed to any Maybank branch within the cancellation period to perform your cancellation request.

The refund amount will be calculated using the market value of the unit trust price at the point of cancellation.

Do note that you will have to bear any losses if the value of your unit trust on the cancellation date is lower than the original value at the time of subscription.

If the market value of the units held on the cancellation date is greater than the original subscription amount, you will not be entitled to the excess amount.

In both scenarios, the initial sales charge paid will be refunded to you (i.e. no fees for online redemption of unit trust).

**Q. How do I redeem a unit trust online?**

- A.**
- Log in to Online Banking
  - Click on **Wealth**, select **Unit Trust**
  - Under list of funds, click on the Quick Function button ('...') next to your fund of choice
  - Select **Redeem**

**Q. What is the transaction price used for redemption?**

- A.** The prices listed on our website are indicative.

Units are priced on a forward basis, meaning that you will not know the exact price at which you are transacting. Your transaction price will be calculated based on the closing market prices of the day of your subscription, you will receive a letter of confirmation from the bank on your redemption price.

**Q. When can I receive my proceeds after redeeming my unit trust?**

- A.** You can expect to receive the funds within 8 business days.

**Q. How will I receive the proceeds from redemption of unit trusts?**

- A.** The funds will be credited to your designated Maybank Savings, Current or CreditAble Account.

**Q. Can I still redeem my unit trust online if my designated Maybank Savings, Current or CreditAble account is closed?**

- A.** No. Do visit any Maybank Branch to redeem your unit trust if you no longer have a Maybank Savings, Current or Creditable account or if your account has been closed.

**Q. Can I switch between funds online and how do I go about switching?**

- A.** Yes, you can switch between funds if they are permitted based on the respective prospectus of the Fund Manager. Also, you can only switch from funds that have been confirmed and not within the 7-day cancellation period.

- Log in to Online Banking
- Click on **Wealth**
- Select **Unit Trust**
- Under list of funds, click on the Quick Function button ('...') next to your fund of choice
- Select **Switch**

You may be charged a fee for switching. This fee varies and will be made known to you upon switching.

**Q. What types of Unit Trust services can I perform online?**

- A.** You can perform subscription, switching and redemption of Unit Trusts online. Option to change Unit Trust dividend instruction and Regular Savings Plan are currently not available online.

**Q. What is the maximum number of funds that I can subscribe at the same time?**

**A.** You can subscribe up to a maximum of 5 funds at the same time.

**Q.** What is the maximum number of funds that I can switch at the same time?

**A.** You can switch up to a maximum of 5 funds at the same time.

**Q.** What is the maximum number of funds that I can redeem at the same time?

**A.** You can redeem up to a maximum of 5 funds at the same time.

**Q.** What is the maximum number of funds that I can compare at the same time?

**A.** You can compare up to a maximum of 3 funds at the same time.