

Frequently Asked Questions: SWIFT gpi

1. How do I trace my cross-border payments?

You can trace your SWIFT gpi transactions status through the following steps:

- Log on to Maybank2E
- Navigate to “Portfolio” followed by “Payment Details”
- Select transaction type: Outgoing
- Key in your account number
- Select Payment type: Telegraphic Transfer
- Click on [Search]
- From the listing, click on the [Swift Tracker](#) hyperlink for a specific payment.

2. Why is the SWIFT Tracker hyperlink missing?

You can only track the status for your Outward Telegraphic Transfers in foreign currency with value date 7 December 2020 and later.

3. How long will the gpi status be displayed in Maybank2E?

The gpi tracker status will be displayed up to 3 months from the value date of the Outward Telegraphic Transfer.

4. What are the information with SWIFT gpi tracker?

With SWIFT gpi, you will receive an UETR code (Unique End-to-End Transaction Reference) for your transfer, all the fees charged by the beneficiary bank and the actual amount received by the beneficiary. You can also know when your beneficiary received the funds.

5. Which are the participating banks?

Find participating banks at <https://www.SWIFT.com/bank-readiness-bank>

6. Do I need to pay for this service?

SWIFT gpi is a free value-added service available to Maybank2E customers.