

Maybank Singapore Limited
MAYBANK EMAIL POLICY FOR PROPERTY LOAN

The Applicant(s) for the Maybank Property Loan (“Loan”) agrees with Maybank Singapore Limited (“Maybank”) that:-

1. Notwithstanding the terms of any arrangement or agreement or course of dealing between Maybank and the Applicant(s), for the purpose of the Applicant(s) applying for the Loan only, Maybank is hereby authorised by the Applicant(s) to accept, rely or act upon any notice, demand, instruction or other communication (“Instruction”) in respect of any Loan application between Maybank and the Applicant(s). Such Instruction may be, or purport to be given, by the Applicant(s) to the Loan by email provided that the Instructions are given in accordance with the signatory requirements for the operation of the account(s) and in accordance with any limits specified for the operation of the account(s).
2. Maybank shall be entitled to treat such Instructions as duly authorised and binding on the Applicant(s): (a) without waiting for any confirmation or the original instruction in writing; (b) without making any inquiry as to the authority or identity of the person(s) giving or making or purporting to give or make such Instruction; and (c) regardless of the circumstances in which such Instruction was made or given to Maybank.
3. Maybank is entitled to refuse to accept, rely or act on any Instruction without giving notice or assigning any reason.
4. If Maybank receives any Instructions outside Banking Hours on a Business Day, Maybank will only consider such Instructions on the next working day. “Business Day” means a day (other than a Saturday or Sunday) on which commercial banks are open for business in Singapore and, for the purposes of payment by Maybank, a day on which commercial banks are open for business (including dealings in foreign exchange and foreign currency deposits) in the principal financial centre for the relevant currency in which payment is to be made. “Banking Hours” the hours on any Business Day that Maybank processes instructions.
5. The Applicant(s) agrees that Maybank may at any time perform a call back to confirm the Instruction given, or request that Applicant(s) provides Maybank, within a specified period, with the original instruction in writing duly signed by the authorised signatory(ies).
6. In the event that Maybank receives two or more Instructions which Maybank considers to be inconsistent, Maybank is entitled (but not obliged) to: (a) refuse to accept, rely on or act on such Instructions until Maybank has obtained satisfactory clarification; or (b) accept, rely or act upon any such Instructions as Maybank thinks fit.
7. The Applicant(s) is aware that email is not a secure or error-free medium of communication and the Applicant(s) is aware of the possible risks involved in connection with the transmission of information via email. Therefore, Maybank shall not be liable or in any way held to be responsible for any errors or omissions in the content of the email messages and its attachments.
8. The Applicant(s) confirms and acknowledges that the Applicant(s) is aware of the risks involved in connection with the giving of any instructions by email including delay or failure of delivery, unauthorised access and the possibility of some third party forwarding/sending email instructions purportedly with respect to the Applicant(s)’ account and as given by the Applicant(s) and Maybank not being able to distinguish that such email instructions have not come from Applicant(s), whether

because the email address is masked or otherwise. All email communication is not encrypted. The Applicant(s) is responsible for the security of the Applicant(s)' email account(s).

9. The Applicant(s) further agrees and confirms that Maybank will not be liable or responsible in any way if any communication is delayed, intercepted, lost or fails to reach Maybank during delivery, transmission or dispatch or if the content of such communication is disclosed to any third party during transit, or for any unauthorised instructions, orders or authority given to Maybank in the Applicant(s)' name by email and that Maybank will not be under any duty to verify the identity or authority of the sender of such email instructions, orders or authority or to enquire into the genuineness or authenticity of such email instructions, orders or authority.
10. The Applicant(s) hereby agrees to release and discharge Maybank from and to indemnify and keep Maybank indemnified at all times against any and all claims, actions, charges, liabilities, loss, damages, demands, penalties, costs and expenses (including legal costs on an indemnity basis), howsoever arising and of whatsoever nature or description, whether directly or indirectly, including consequential loss and damages which may be made against Maybank or which Maybank may sustain by reason of Maybank acting or relying on any instructions, orders or authority given by the Applicant(s) to Maybank by email.
11. The Applicant(s)' authorisation and this indemnity shall continue until such period as Maybank deems necessary to process the Loan application and shall continue to apply in respect of all actions taken by Maybank for the purpose of processing the Loan application.
12. For the avoidance of doubt, Maybank may in its absolute discretion choose to communicate with the Applicant(s) in any mode Maybank reasonably deems fit.
13. Notwithstanding anything to the contrary in this policy, Maybank is not obliged to accept any purported instructions or to answer any queries received from the Applicant(s) through email.