

Guarantee OUR (G'OUR) - Frequently Asked Questions

What is Foreign Telegraphic Transfer (FTT)?

A: Foreign Telegraphic Transfer (FTT) is a computerized channel for sending telegraphic transfers (TT) to specific financial institution for further reimbursement to a non-financial beneficiary via predetermined agent / correspondence using the SWIFT format.

What is Guarantee OUR (G'OUR)?

A: Guaranteed OUR (G'OUR) is a guaranteed or fixed rate of agent charges imposed by Reimbursement Bank on FTT in USD or EUR currency on top of the FTT service fee. It is a new service which guarantees that the beneficiary will receive the exact amount. All charges will be made known to the Sender upfront.

Where can Sender perform G'OUR?

A: This service is available at any Maybank branches.

What are the charges for G'OUR?

A: FTT Over the Counter Service Fee is **RM30.00**. Nostro Agent Charges for **USD is USD30.00 & EURO is EUR35.00**

Who can use the G'OUR?

A: This service is available for **individuals** and **business** entities sending to individuals or business entities.

What are the currencies available for the G'OUR option?

A: Currently it is available for **United State Dollar (USD)** and **Euro (EUR)**.

What is the benefits of using G'OUR?

A:

1. Beneficiary will receive amount in full with no hidden charges.
2. Send to over more than 100 countries.
3. Straight-through processing via SWIFT.
4. Service is available at any Maybank branches and Maybank Money Exchange (Forex Booths).

Who are the customers that can use G'OUR for FTT?

A: Those who want their beneficiary to receive the amount in FULL. Examples:

1. Pay **supplier** for goods/services
2. Pay **education** Fees
3. Pay for **overseas mortgage**
4. Transfer for **overseas investment**
5. Send money to **friends** and **family** for **special occasions**

What is the daily transaction limit for G'OUR?

A: There is **NO** daily limit for sender.

What is the total cost structure applied to Sender when G'OUR is opt for FTT via over-the-counter?

A: Sender is required to pay the below fees upfront at Maybank branches:

1. FTT OTC Service Fee: **RM30**
2. Nostro Agent Charges : **USD30 for USD** or **EUR35 for EURO**

Are there any fees Beneficiary needs to absorb?

A: No fees apply to Beneficiary. Amount credited into Beneficiary's account will be in FULL.

Can Sender perform FTT using G'OUR on Saturday, Sunday and Public Holiday?

A: **NO**. Sender cannot perform FTT transaction using G'OUR during Saturday, Sunday and Public Holiday. FTT transaction using G'OUR is only available from Monday to Friday at any Maybank branches.

Can Sender perform FTT using G'OUR to any countries worldwide?

A: Sender can **ONLY** opt for the G'OUR option in countries that accept USD or EUR currency.

How long does it take for the funds to be credited into the Beneficiary's account?

A: Funds will be credited within **1-3 working days**.

How do Sender perform FTT with G'OUR option?

A:

- 1) Bring identification documents (eg: Valid Passport/ Identification Card) and complete the remittance form.
- 2) Sender needs Beneficiary's full legal name, the bank name and bank account number.
- 3) Select "OUR" under field name 'Fund Transfer Charge' at the bottom.

RM100 Million (for a resident company within its group of entities with parent - subsidiary relationship)	
<input type="checkbox"/> I/We have obtained Bank Negara Malaysia (BNM) approval for investment abroad and/or utilisation of foreign currency credit facilities exceeding permitted limit.	
Saya/Kami mengesahkan bahawa keterangan yang diberikan dalam borang ini adalah benar dan mematuhi Akta Perkhidmatan Kewangan 2013 dan Akta Bank Negara Malaysia 2009. Saya/Kami bertanggungjawab sepenuhnya bagi sebarang maklumat yang tidak tepat, palsu atau tidak sempurna didalam borang ini. Saya/Kami juga memberi kuasa kepada Bank untuk memberikan maklumat ini kepada Bank Negara Malaysia menurut Akta Perkhidmatan Kewangan 2013 dan Akta Bank Negara Malaysia 2009.	
Saya/Kami telah membaca dan memahami tentang syarat dan peraturan yang tertulis di sebelah. Dengan hal yg demikian segala risiko dan tanggung jawab terhadap permohonan ini adalah tanggungan saya/kami. Sedari itu, sila keluarkan draf/kiriman seperti tersebut.	
I/We hereby declare that the information given in this form is true and correct in full compliance with Financial Services Act 2013 and Central Bank of Malaysia Act 2009. I/We shall be fully responsible for any inaccurate, untrue or incomplete information provided in this form. I/We also authorise the Bank to make this information available to Bank Negara Malaysia in compliance with Financial Services Act 2013 and Central Bank of Malaysia Act 2009.	
I/We have read and understood the Terms & Conditions set forth herein and thus, I/We hereby instruct you to issue your draft/effect the transfer as specified and I/We shall bear all risks and responsibility or liability in connection with my/our application for the transfer herein.	
CAJ PINDAHAN DANA/ FUND TRANSFER CHARGES	
<input type="checkbox"/> SHA Caj dalam negara dibayar oleh pemohon dan caj di luar negara dibayar oleh penerima / Local charges to be paid by applicant and overseas charges to be paid by beneficiary	
<input checked="" type="checkbox"/> OUR pemohon/ All local and overseas charges to be paid by applicant	
MANA YANG AN PEMOHON / APPLICANT SIGNATURE	
Verified by :	
Malayan Banking Berhad Maybank Islamic Berhad, Menara Maybank, 100 Jalan Tun Perak, 50050 Kuala Lumpur. Customer Careline : 1300 88 6688	

- 4) Submit the remittance form to Teller.

Can Sender select G'OUR option when performing FTT transaction via Maybank2u?

A: **No**. FTT with G'OUR option can only be performed at Maybank Branches from Monday to Friday.

Can Sender select G'OUR option when performing FTT transaction at Maybank Forex Booths?

A: **No**. FTT with G'OUR option can only be performed at Maybank Branches from Monday to Friday.