

Maybank2u Pay FAQ Frequently Asked Questions

This section contains general information related to Maybank2u Pay.

If you cannot find an answer to your question, email us at payeeonboarding@maybank.com or call us:

Operating hours:

Mondays - Fridays, from 8.45am to 5.45pm (excluding Public Holidays)

1. Business Support at +603-2070 8833 Ext 18728
2. Technical Support at cheahlh@maybank.com and rahuda.mf@maybank.com

1. What's the purpose of Maybank2u Pay?

- It's an online portal where companies can register online to become Maybank payees. It offers a suite of payment services offered to companies who are accepting payments via Maybank
- It also has the relevant SDKs' (Software Development Kit) for technical integration onto online applications specifically for businesses who have an ecommerce website

2. How is it different from the older Maybank2u Pay?

The older Maybank2u Pay is targeted for bloggers who are conducting online business via their blog site, whereas, the recently launched Maybank2u Pay is targeted for all businesses with an eCommerce website. (see FAQ below on eligibility)

3. How is it different from the existing Maybank Pay?

Maybank Pay is an entirely different offering. It is a wallet for individual customers to store and use their credit or debit cards.

4. Who is eligible to use Maybank2u Pay?

All Sole proprietorships, Partnerships, Private Limited (Sdn. Bhd.) and Public (Bhd) companies incorporated in Malaysia can use Maybank2u Pay to accept payments from their customers for purchases from their website.

5. What are the Benefits of Maybank2u Pay?

- i. It reduces integration effort for developers to implement Maybank2u Pay Payment Gateway. This is because Maybank2u Pay provides Ready-to-Use SDKs' that supports major programming languages such as Java, JavaScript, PHP with more to come.
- ii. It allows easier onboarding for Payees, as application can be done online. Maybank2u Pay is intended to be the one stop portal for every payee to integrate their payments needs with Maybank.

6. Why should I use Maybank2u Pay?

Maybank being the largest bank in Malaysia based on total deposits, it's no surprise that most individuals in Malaysia have a Maybank Account. Therefore, Maybank2u Pay allows payees to provide greater access and convenience for potential customers.

7. Where is Maybank2u Pay available?

At the moment, Maybank2u Pay is only available in Malaysia.

8. Do I need to be an existing Maybank customer to apply?

Yes. Please proceed to the nearest Maybank branch. The documentations required for opening of a business accounts are as follows;

- i. Application Form
- ii. Memorandum and Articles of Association (M&A)
- iii. Board Resolution/Mandate Letter
- iv. Certificate of Incorporation
- v. Form 49
- vi. Form 24
- vii. Identification Document

9. How do I sign up (create an account)?

First you have to create an account by providing the below details:

- i. Provide First Name and Last Name
- ii. E-mail
- iii. Create Password

Once you have created, you need to login and fill in the payee application form and submit.

10. Do I need to pay anything to sign up? No. Maybank2u Pay is free.

11. What kind of services can I apply for?

i. Maybank2u Pay

Enable online debit payment on your website

ii. Maybank Biller

Listed as a Biller on Maybank2u website

iii. JomPAY

JomPAY is a national initiative, supported by Banks, to enable online bill payments across Malaysia. It is operated by MyClear, a wholly owned subsidiary of Bank Negara Malaysia.

iv. Autodebit

A bill payment facility that automatically settles your bills by deducting your Maybank savings/current account on a fixed schedule

v. Maybank2u Pay Mobile

Enable online debit payment on your mobile application

12. What information is needed to apply for Maybank2u Pay?

- i. Business Registration Number
- ii. Company Name
- iii. Company Address
- iv. Nature of Business
- v. Website address
- vi. Business account number

13. What programming languages are available in Maybank2u Pay SDK?

Maybank2u Pay is currently supporting major programming languages such as Java, JavaScript and PHP.

14. What is the process of Applying for Maybank2u Pay?

Once you have applied online, you will be sent an e-mail on the result of your application. If approved, you will receive a Letter Offer with some supporting documents that you will need to sign and return to the below address:

Maybank
Virtual Banking & Payments
Alliance Team
Level 28 Menara Maybank
100 Jalan Tun Perak
50050 Kuala Lumpur

While waiting for the LO to signed, you will be given a Test Payee Codeso that you can perform testing on the Maybank2u Pay Payment Gateway SDK on your website. Once you have satisfies with your testing a Live Payee Code will be released and ready for you to migrate to production.

15. How long will my Application be processed?

Processing time is dependent on how soon you can furnish us with the required documentation and the duration of your testing.

16. Is there an expiry for the Test Payee Code?

No. There is no expiry for the Test Payee Code. You may reuse the code for future testing on your website if needed.

17. Is there any system requirements to do the testing?

It is highly recommended to use Google Chrome or Internet Explorer version 11.

18. Are there any “best practice” guidelines for developers around Maybank2u Pay?

i. Visit Development Playground at [here](#)

ii. Download Discotech resource on Technical Documentation to ensure your SDK is up to date.

iii. Select the SDK that is being used on your website e.g. Javascript and etc.

iv. After integration, perform a Test with the test environment.

v. Once you have received your Production Payee Code, replace the code in your Payment SDK and you are ready to go live!

19. What if I require customization?

Please email your request to Ilyana at nurilyana.mr@maybank.com. Include your name and contact number. Subject to the approval of the bank.

20. Are there branding requirements?

The Maybank logo should not be modified in colour, aspect ratio, flipped or rotated except where otherwise noted.

When referring to Maybank2u Pay, you should use the acronym “Maybank2u Pay”.

If you are putting our company name or logo on any merchandise, advertisement or product packaging please consult us beforehand for approval.

21. Who should I contact if I want further information?

You may email to payeeonboarding@maybank.com or alternatively, you may call or 03 2070 8833 ext. 18728.