

Maybank Cardless Withdrawal

Frequently Asked Questions (FAQ)

1. **Q: What is the withdrawal code and what is it used for?**

A: The Withdrawal Code is a 6 digit code that the sender will receive via SMS upon completion of the Cardless Withdrawal transaction through Maybank2u. The sender is required to communicate this code directly to the intended recipient as an added security measure to ensure that only the intended recipient encashes the transfer.

2. **Q: How long is the transaction ID and withdrawal code valid for?**

A: The transaction ID and Withdrawal Code is valid for 24 hours from the date and time the transaction request is completed. The recipient must perform the Cardless Withdrawal at any Maybank ATM Machine in Malaysia within this 24 hour limit.

If the recipient fails to do so within the validity period the transfer will be considered null and void and the funds will remain in the Sender's account.

3. **Q: What if the SMS carrying the transaction ID and withdrawal code is delayed?**

A: The recipient must encash the transfer at a Maybank ATM Machine in Malaysia within 24 hours.

Therefore the Bank will use any and all reasonable measures to ensure that the SMS is sent directly to the sender and recipient as soon as possible. Nevertheless the Bank shall not be liable for any delay in sending the SMS due to Telco service congestion or interruption.

4. **Q: What do I do if the wrong mobile number was entered?**

A: Without the WithdrawalCode, the transfer won't be able to be encashed at the ATM.

If the Withdrawal Code was accidentally sent to the same wrong mobile number, you have the option to cancel the transaction via Maybank2u. This cancellation must be done **before the withdrawal is made by the recipient.**



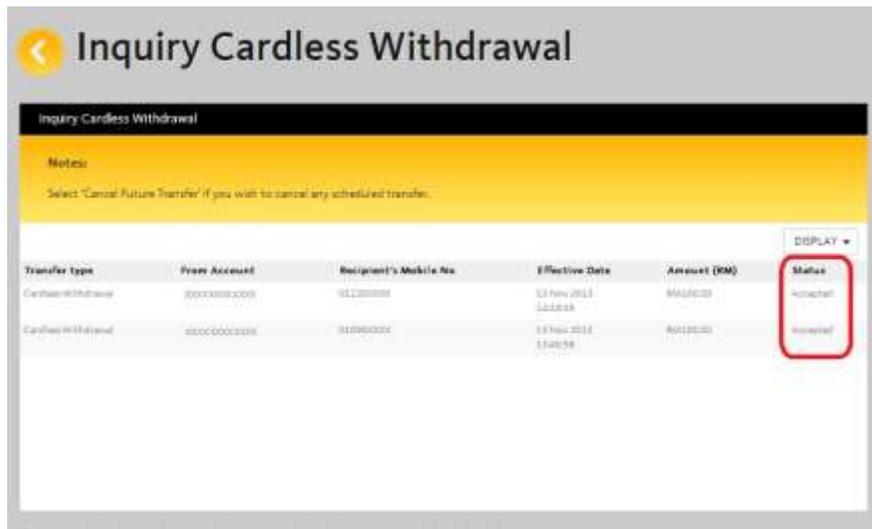
In the event of unavailability of Maybank2u or system maintenance exercises, the Sender can contact the Bank's call centre (1300-88-6688) to perform the cancellation.

5. Q: Where can the recipient withdraw the money?

A: The Recipient can withdraw at any Maybank ATM Machine in Malaysia. The operating hours for Cardless Withdrawal service is from 6 am to 12 midnight daily and the transfer is valid for 24 hours. Withdrawals cannot be done at the Cash Deposit Machines.

6. Q: How would we know if the Recipient has completed the transaction via withdrawal from the ATM?

A: The status of the transaction can be viewed via Maybank2u.



| Status | |
|------------|--|
| Accepted | Transaction is pending withdrawal by the recipient. |
| Successful | Transaction has been successfully withdrawn at the ATM Machine by the recipient. |
| Rejected | Transaction has been rejected due to invalid entry or system errors. |
| Expired | Transaction has exceeded the validity period. |

7. Q: Can I add a Favourite Withdrawal?

A: Yes. A Favourite Withdrawal can be added via Maybank2u. The Sender will not be required to re-enter the Recipient details and request for TAC for future transactions once the Favourite Withdrawal has been completed.



To add a Favorite Recipient, you will need to:

- i. Login to Maybank2u
- ii. Go to Transfer, click 'Manage Favourite Transfers'
- iii. Select Cardless Withdrawal
- iv. Click Add
- v. Enter recipient mobile number and recipient name
- vi. Request and input TAC and click confirm.

8. Q: What is the transaction limit for Cardless Withdrawal?

A: The current transaction limit is a maximum of RM300 per day. This is on top of the existing third party and interbank transfer limits in Maybank2u.

There is also a transaction restriction to the recipient mobile number. The same recipient mobile number can only receive up to 2 transactions per day.

9. Q: Is there a service charge for this service?

A: There will be a service charge of RM1.00 (effective 1st March 2014) imposed to the Sender for each transaction done. This is regardless whether the intended funds are withdrawn or not by the Recipient. The Bank has the right to vary the charges from time to time, any variation of which will be communicated via Maybank.com.my and stated in the Terms and Conditions.

10. Q: If I wish to ask a question or submit a feedback to the management, what are the communication channels available to me?

A: Please send your feedback to m2u_team@maybank.com.my