

## **FAQ : M2U Pay Snap&Sell Mobile App**

### **1. What can you Sell using M2U Pay Snap&Sell?**

The Bank only allows selling of items under the following categories;

- Art & Craft
- Health & Beauty
- Home & Garden
- Handphone & Accessories
- Sports & Outdoors
- Toys & Games
- Accessories & Clothes
- Electronics
- Food
- Leisure

The Bank shall not be held responsible nor does the Bank support any illegal or inappropriate goods to be sold via Social Media. The Bank will disable the image and link for payment in the event the Bank receives report of any suspicious or illegal or inappropriate item being sold using M2U Pay Snap&Sell.

### **2. Where can you download and shared the link of M2U Pay Snap&Sell?**

Customer can download The M2U Pay Snap&Sell Mobile App through App Store and Google play. The link can be shared on Facebook and Twitter.

### **3. What is the maximum number of items and URL link that Seller can create in M2U Pay Snap&Sell?**

The Seller can sell up to a maximum of 10 items per M2U Pay URL link and seller can create not exceeding 10 active links. The Seller is free to delete any old link or link that is out of stock in order to add any new link for sale.

### **4. What is the minimum and maximum amount per item?**

The seller can set a minimum of RM0 and up to a maximum amount of RM3000 per item.

### **5. What is the expiry period of M2U Pay Snap&Sell link shared in Facebook or Twitter?**

The M2U Pay URL expiry can be set by the Seller up to a maximum of 2 months from the date the link is created. The link posted on Facebook or Twitter will expire on the date set by the Seller. Upon expiry of the link, whenever the Buyer clicks on the URL, a message 'Link has expired' will be displayed.

The Seller has an option to extend the URL link expiry for a further 2 months under the Maintenance feature before the link expired.

### **6. Is there a service charge for this service?**

The service charge is free for both Seller and Buyer until further notice. The Bank will communicate any service charge on the service in Maybank2u.

7. **What should the Buyer do if they do not receive the item purchased?**

The Buyer should contact the Seller directly. M2U Pay Snap&Sell is created as a platform to facilitate online payment and the Bank does not have any control over, and cannot be held responsible or liable for, the products or services that are paid using our Services. The Bank will not be able to ensure that a Seller you are dealing with will actually complete the transaction.

8. **What will happen in the event of a Payment Dispute?**

It is upon investigation between the Bank, the Seller and the Buyer. Subject to the nature of the dispute, the amount will be placed on hold and refunded upon completion of the investigation.