

## FREQUENTLY ASKED QUESTIONS (FAQ)

**Q: What should I do if my account has been debited but the Top up Code was not printed on the receipt?**

A: The Top up Code will be printed on the ATM receipt & an SMS with the Top up Code will be sent to the mobile number keyed in during the Prepaid Reload Purchase process via Maybank ATM/SRM.

However if the Top up Code was not printed on the receipt and you do not receive the Top up Code via SMS after 30 minutes, please call the Maybank Group Customer Care at 1-300-88-6688.

**Q: What if I do not receive my top up code after 30 minutes? Will I be entitled for a refund?**

A: Yes, if you do not receive the top up code after 30 minutes, kindly call the Maybank Group Customer Care at 1-300-88-6688 to validate your transaction status. If the Maybank Group Call Centre confirms that the transaction did not take place, the amount debited from your account will be automatically refunded the next day.

**Q: Will I be entitled for a refund if I receive the top-up code from the wrong service provider?**

A: Yes, if you notice that your request and the top-up code service provider do not match (*purchased Hotlink but received Celcom top-up code*), please call the Maybank Group Customer Care at 1-300-88-6688.

**Q: Will I be entitled for a refund if the top up amount is not what I have requested (e.g requested for RM10 but received instant reload or reload with PIN for RM5)**

A: Yes, if you notice that the amount requested differs from what you have purchased (*e.g purchased RM10 but receive instant reload or prepaid reload with PIN for RM5*), please call the Maybank Group Customer Care at 1-300-88-6688.

**Q: How would I receive the Top up Code for Prepaid Reload with PIN?**

A: The Top up Code will be printed on the receipt and an SMS will be sent to your mobile number which was keyed in during the purchase of Prepaid Reload with PIN.

**You will receive an SMS with the Top up Code from any of the mobile numbers below:**

0122260911, 0192111911, 0192266180, 0193374429, 0162149443, 0162516180  
0173776180, 0143386180, 0192866180, 0162211911, 0162143346, 0162143861,  
0137523190, 0137523192, 0196049921

Q: Is the Prepaid Reload service via Maybank ATMs/SRMs free?

A: Yes, the Prepaid Reload service is FREE for all Maybank customers.

Q: Is there any capping limit for Prepaid Reloads via ATM?

A: Yes, customers can purchase Prepaid Reloads up to RM500 per ATM card, per day

All amounts for prepaid purchases from all service providers are aggregated to a maximum daily limit of RM500 per ATM Card, per day.

Q: What are the other options available if I want to purchase more prepaid reloads when I have reached the maximum capping limit of RM500 at the ATMs/SRMs

A: You may opt to purchase from other Maybank channels such as Maybank2u or Maybank2u/M2U Mobile App (please check on the correct App name)

Q: What if I keyed in the wrong mobile number or selected the wrong telco and the transaction was successful. Will I be entitled for a refund?

A: No, you will not be refunded the amount debited from your account for the following reasons:

- Wrong mobile number keyed in during the prepaid reload process
- Customer selected the wrong prepaid reload type (Instant Reload/ Prepaid Reload with PIN)
- Customer selected the wrong Telco (Maxis/Digi/molpoints)

Q: Why am I unable to perform a YES 4G reload?

A: The YES 4G prepaid reload is currently unavailable due to system enhancements at YES.

Q: Can I purchase Prepaid Reloads with PIN for Celcom Hi Speed?

A: No. Celcom Hi Speed reload is only available through Instant Prepaid Reload.