

M2U Snap & Donate

FREQUENTLY ASKED QUESTIONS

1. What is Snap & Donate?

Snap & Donate is an app that allows Maybank customers to make quick donations to their preferred charitable organisations using their smartphones.

2. Can I trust Snap & Donate that my donations will go to the charities?

Yes, only registered charitable organisations are listed in Snap & Donate. We can assure you that your donations will be securely transferred to your preferred organisations.

3. Why is my choice of charity organization not listed in Snap & Donate?

We are working with more charity organisations and will be adding them into Snap & Donate from time to time.

4. How much can I donate?

You can choose to donate a fixed denomination of RM10, RM20, RM30, RM40, RM50 or RM100 to your choice of charitable organisations.

5. How long does it take for my money to be transferred to the organisations?

The organisations will receive your donations within ONE (1) working day.

6. Do you take any fee from the donations?

No, Maybank does not take any fee from the donations.

7. Can I make donations offline?

Internet connection is required to make donations via Snap & Donate.

8. I have the app installed. But why can't my phone recognise any charity logo?

Please ensure that your device has the latest version of Android (4.0 and above) and supports high resolution images (HDPI). You may also select the charity of your choice from our drop down list on the main page.

9. Can I get tax exemption from the donations I made?

Yes, you can request for an official receipt from the organisation you donated to file for tax exemption.