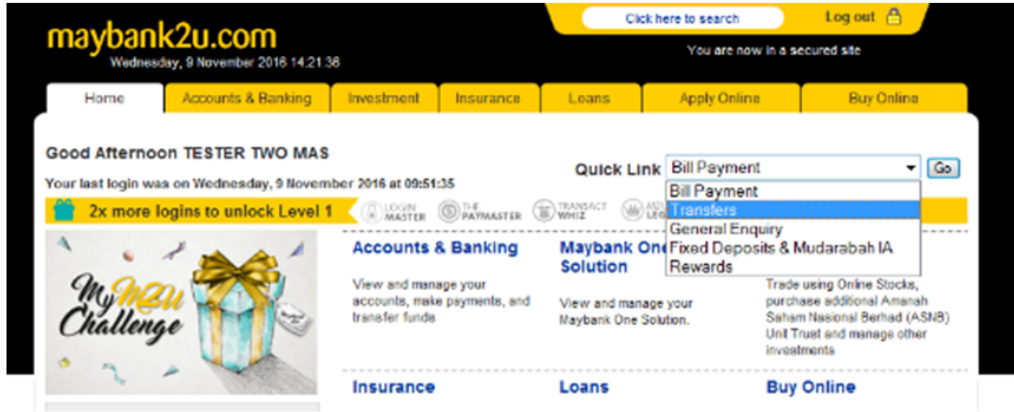



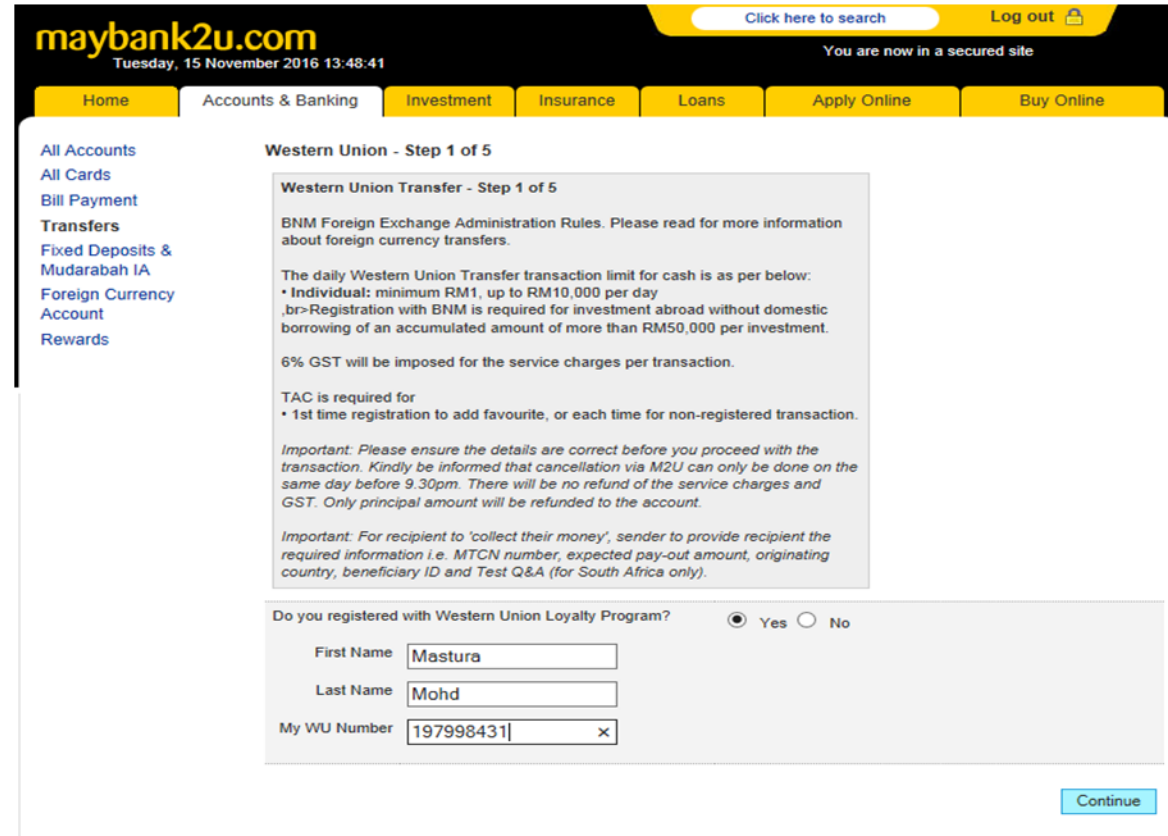
MAYBANK WESTERN UNION® MONEY TRANSFERSM SERVICE - STEP BY STEP GUIDE

[Open Western Union Transaction via Maybank2u](#)

Screen Shots	Steps
 <p>The screenshot shows the Maybank2u.com homepage. At the top, there is a search bar and a 'Log out' button. Below the navigation menu, a 'Quick Link' dropdown menu is open, showing options: Bill Payment, Transfers (highlighted), General Enquiry, Fixed Deposits & Mudarabah IA, and Rewards. The user is logged in as 'TESTER TWO MAS'.</p>	<p>STEP 1 Once you have login into Maybank2u.com</p> <p>At Quick Link Select “Transfer” and click “Go”</p>
 <p>The screenshot shows the 'Western Union' section. It includes the text 'Transfer funds to overseas', 'Favourite Western Union', and a highlighted link 'Open Western Union'. Below it, there is a link for 'Inquiry & Cancel WU Transaction'.</p>	<p>STEP 2 At the Western Union Box select “Open Western Union”</p>

Screen Shots

Steps



maybank2u.com
Tuesday, 15 November 2016 13:48:41

Click here to search Log out

You are now in a secured site

Home Accounts & Banking Investment Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits & Mudarabah IA
Foreign Currency Account
Rewards

Western Union - Step 1 of 5

Western Union Transfer - Step 1 of 5

BNM Foreign Exchange Administration Rules. Please read for more information about foreign currency transfers.

The daily Western Union Transfer transaction limit for cash is as per below:
• Individual: minimum RM1, up to RM10,000 per day
• Registration with BNM is required for investment abroad without domestic borrowing of an accumulated amount of more than RM50,000 per investment.

6% GST will be imposed for the service charges per transaction.

TAC is required for
• 1st time registration to add favourite, or each time for non-registered transaction.

Important: Please ensure the details are correct before you proceed with the transaction. Kindly be informed that cancellation via M2U can only be done on the same day before 9.30pm. There will be no refund of the service charges and GST. Only principal amount will be refunded to the account.

Important: For recipient to 'collect their money', sender to provide recipient the required information i.e. MTCN number, expected pay-out amount, originating country, beneficiary ID and Test Q&A (for South Africa only).

Do you registered with Western Union Loyalty Program? Yes No

First Name

Last Name

My WU Number x

Continue

STEP 3

Select option for
“Are you a registered Western Union member (My WUSM) ?”

If **YES**:

To key in

- First Name
- Last Name
- My WU Number

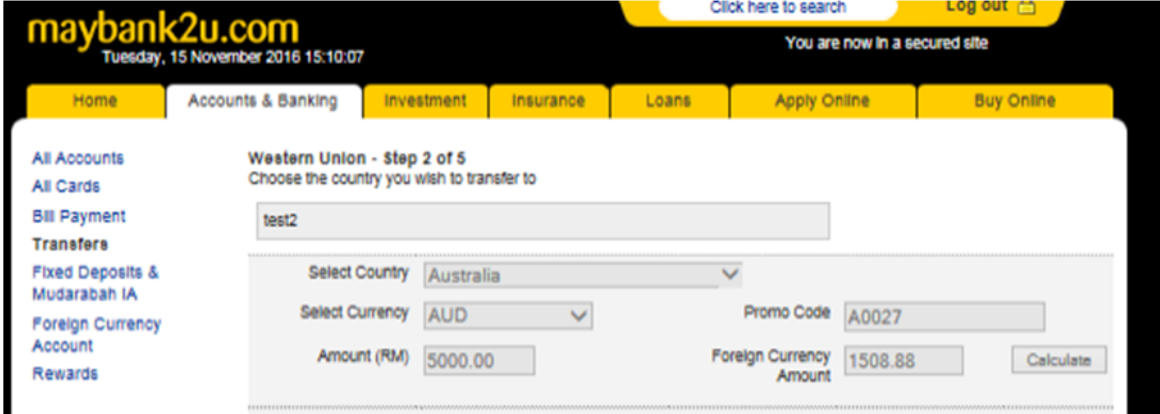
If **NO**:

System to auto populate

- First Name
- Last Name

Select “Continue”

Screen Shots



maybank2u.com
Tuesday, 15 November 2016 15:10:07

Click here to search Log out

You are now in a secured site

Home Accounts & Banking Investment Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits & Mudarabah IA
Foreign Currency Account
Rewards

Western Union - Step 2 of 5
Choose the country you wish to transfer to

test2

Select Country Australia
Select Currency AUD
Amount (RM) 5000.00
Promo Code A0027
Foreign Currency Amount 1508.88
Calculate

Steps

STEP 4

Select/key in:

- Country
- Currency
- Amount
- Promo Code

Select **“Calculate”** to calculate the Foreign Currency Amount.

Screen Shots

First Name: Muzin
Last Name: Mohd Zin

Malaysian (Citizenship/Permanent Resident) Non-Malaysian

Select Account: 514011902433 maybank2u premier ▼

Address: Lot 690 Kg Musai
Melaka
City: Melaka
State/Province: Melaka
Post Code: 75150

Phone No: 60 ▼ 122010056 Example: 60-178000241

Email Address (Optional): muzin@maybank.com

Temporary Address: _____
City: _____
State/Province: _____
Postcode: _____

Country: MALAYSIA

ID Type: National ▼

ID Number: 851015148228

ID Date of Issue (DDMMYYYY): ____/____/____

ID Date of Expiry (DDMMYYYY): ____/____/____

ID Issue Country: --Please select-- ▼

Date of Birth (DDMMYYYY): 15 / 10 / 1985

Employment Status: Employed ▼

Name of Employer/School Name: Maybank Berhad

Employment Industry: Banking/Finance/Insurance ▼

Relation to Receiver: Friend ▼

Country of Birth: Malaysia ▼

Country of Citizenship: Malaysia ▼

Source of Funds: Savings ▼

[Continue](#) or [Go back](#)

Steps

STEP 5

Key in Sender Details

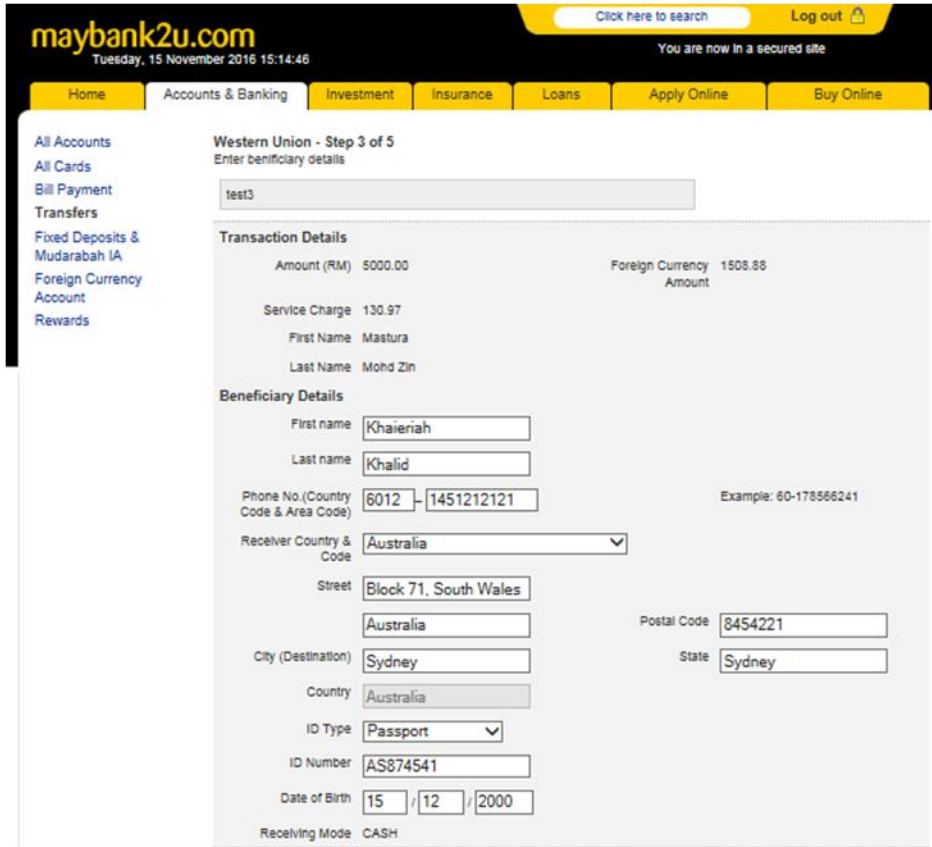
And Select **“Continue”** to proceed to the next step.

Screen Shots

Steps

STEP 6

Key in Beneficiary Details



maybank2u.com
Tuesday, 15 November 2016 15:14:46
Click here to search Log out

You are now in a secured site

Home Accounts & Banking Investment Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits & Mudarabah IA
Foreign Currency Account
Rewards

Western Union - Step 3 of 5
Enter beneficiary details

test3

Transaction Details

Amount (RM)	5000.00	Foreign Currency Amount	1508.88
Service Charge	130.97		
First Name	Mastura		
Last Name	Mohd Zin		

Beneficiary Details

First name

Last name

Phone No.(Country Code & Area Code) - Example: 60-178566241

Receiver Country & Code

Street

City (Destination) Postal Code

State

Country

ID Type

ID Number

Date of Birth / /

Receiving Mode CASH

Screen Shots

Purpose of Payment

Please select Purpose of Payment

Family support/Living expenses

Saving/Investments

Gift

Goods & Services payment/Commercial Transaction

Travel expenses

Education/School Fee

Rent/Mortgage

Emergency/Medical Aid

Charity/Aid payment

Employee payroll/Employee expenses

I hereby declare that I have read and understood the terms and conditions set forth below and agree to comply with and be bound by the provisions of the said terms and conditions and any amendments to the same which the Bank may subsequently introduce.

I declare and confirm that all of the information provided by me herein is true and correct and in full compliance with Exchange control Act 1953 and Central Bank of Malaysia Act 1958 and I will be fully responsible for any inaccurate, untrue or incomplete information provided in this application.

Accept Decline

I have read and understood the Product Disclosure Sheet.

I hereby agree to the Terms & Conditions

or [Go back](#)

Steps

Con't STEP 6

Select Purpose of Payment

Click Accept & the checker box to agree to the WU T&C

And Select **“Continue”** to proceed to the next step.

Screen Shots

Steps

maybank2u.com
Tuesday, 15 November 2016 15:34:53

Click here to search Log out

You are now in a secured site

Home Accounts & Banking Investment Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits & Mudarabah IA
Foreign Currency Account
Rewards

Western Union - Step 4 of 5
Review and confirm transfer

test4

Transaction Details

Country Australia
Currency AUD
Rate 0.3017769
Amount (RM) 4500.00
Service Charge 261.95

From : You (Sender)

Account no. 564016598823 WCA
First Name Mastura
Last Name Mohd Zin
Residence Malaysia
Address No 20-1-D Pangsapuri Melur Kuala Lumpur 533100 Kuala Lumpur
Phone No 60 - 0122010056
Email Address (Optional) mastura.mzin@maybank.com

Temporary Address

Country MALAYSIA
ID Number 851015146228
ID Date of Issue (DDMMYYYY)
ID Date of Expiry (DDMMYYYY)
ID Issue Country Malaysia
Date of Birth(DDMMYYYY) 15101985
Employment Status Employed
Name of Employer/School Name Maybank Berhad
Employment Industry Banking/Finance/Insurance
Relation to Receiver Family
Country of Birth Malaysia
Country of Citizenship Malaysia
Source of Funds Savings

STEP 7

Review and confirm the Sender and Beneficiary details which has been keyed in earlier

Screen Shots

To: Beneficiary

Personal details

First name Rosmaniza
Last name Rainis
Address North South Wales Australia 7854561 Australia
Country Australia
Phone No. 6012 - 6548789564
ID/Passport ASD789456
Receiving Mode CASH

Purpose of Payment

Purpose of Payment Family support/Living expenses

TAC [Request for TAC](#)

[Confirm](#) or [Go back](#)

Steps

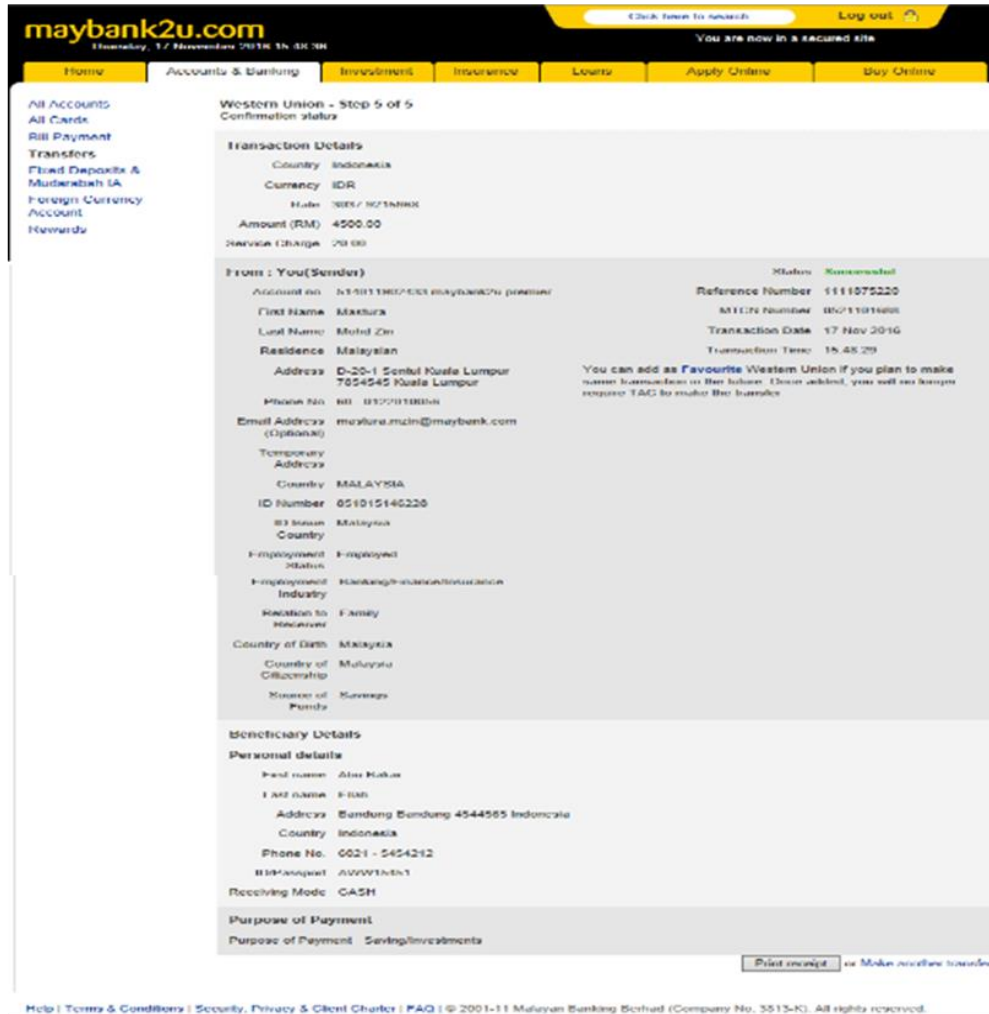
Con't STEP 7

Click **“Request TAC”**

Key in TAC number which has been sent to your mobile number.

Select **“Confirm”** to process the transaction

Screen Shots



maybank2u.com
Thursday, 17 November 2016 1h 38:08
Click here to search Log out

You are now in a secured site

Home Accounts & Banking Investments Insurance Loans Apply Online Buy Online

All Accounts
All Cards
Bill Payment
Transfers
Fixed Deposits & Mudharabah SA
Foreign Currency Account
Rewards

Western Union - Step 5 of 5
Confirmation status

Transaction Details

Country Indonesia
Currency IDR
Rate 1667.1014663
Amount (RM) 4000.00
Service Charge 20.00

From : You (Sender)

Account no. 5110113657003 maybank2u premier
First Name Mastura
Last Name Mohd Zin
Residence Malaysian
Address D-20-1 Sengkul Kuala Lumpur 7624545 Kuala Lumpur
Phone No. 01320918888
Email Address (Optional) mastura.mzn@maybank.com
Temporary Address
Country MALAYSIA
ID Number 051015146220
E3 Issue Malaysia
Country Malaysia
Employment Status Employed
Employment Industry Banking/insurance/finance
Relation to Receiver Family
Country of Birth Malaysia
Country of Citizenship Malaysia
Muster of Funds

To : You (Receiver)

Reference Number 5111075220
MTCN Number 0021101600
Transaction Date 17 Nov 2016
Transaction Time 1h 48:29

You can add as favourite Western Union if you plan to make more transactions in the future. Once added, you will no longer require TAC to make the transfer.

Beneficiary Details

Personal details

First name Ais Khus
Last name Fiah
Address Bandung Bandung 4544565 Indonesia
Country Indonesia
Phone No. 0021 - 5454212
BIN/Mastercard 0000123456789010
Receiving Mode CASH
Purpose of Payment
Purpose of Payment Savings/Investments

Print receipt or Make another transfer

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Steps

STEP 8

Important Details

- Status
- Reference Number
- MTCN Number
- Transaction Date
- Transaction Time

Select Print Receipt if you require the receipt. MTCN Number will be printed on the receipt as well

MTCN Number will be sent via SMS if customer has keyed in their mobile number during the transaction process.

Please be informed that the sender must share the MTCN number to their Beneficiary in order for them to cash out the money.