

## Maybank2u e-Ang Pow FREQUENTLY ASKED QUESTIONS

---

### 1. What is e-Ang Pow?

e-Ang Pow is a simple and convenient way to send money gifts from your bank account to anyone with a Malaysian mobile number via Maybank2u and Maybank2u Mobile App. Customers will be able to send e-Ang Pow up to ten (10) recipients in one (1) transaction at one go.

### 2. Are there any charges for using Maybank2u e-Ang Pow?

There are no charges for Sending or Receiving e-Ang Pow. However, Sender will be subjected to Instant Transfer (IBFT) charges of RM0.53 when Recipient redeems e-Ang Pow into a non Maybank account.

### 3. What is Collect code and what is it for?

Collect Code refers to the 6-digit code that Sender will receive via SMS upon completion of the e-Ang Pow transaction. The Sender must provide this code directly to the intended Recipient. For the Recipient, this code is required to collect e-Ang Pow.

### 4. Why do I need to link my device with my mobile number to redeem e-Ang Pow using M2U Mobile App?

Each device can only be linked to ONE (1) mobile number for security reasons. The OTP is required to link device to mobile number but this process is only one time. Once linked, the device can only be used to redeem e-Ang Pow sent to the linked mobile number.

### 5. I have just completed an e-Ang Pow transaction, but why is my money not deducted yet?

Your money will only be deducted upon successful collection of e-Ang Pow by the Recipient.

### 6. What is the maximum limit to send an e-Ang Pow?

You can send up to a maximum of RM5, 000 per day.

### 7. For the Recipients, what is the maximum amount to receive the e-Ang Pow?

The Recipients can receive as many e-Ang Pow throughout the campaign period.

### 8. I have received e-Ang Pow. When is the last date to collect it?

You can collect the e-Ang Pow at any time within the campaign period, which is from now till 17<sup>th</sup> of February 2016.

**9. I've sent the e-Ang Pow to a wrong number. What should I do?**

Please do not provide the Collect Code to the unintended Recipient. Without the collect code, the e-Ang Pow cannot be collected. If you have accidentally sent the Collect Code to the wrong mobile number, you can cancel the transaction by contacting the Maybank Group Customer Centre at 1300-88-6688. Cancellation must be done before the collection is made by the Recipient.

**10. What happens if the Recipient entered the wrong bank account number for e-Ang Pow collection?**

Please ensure the bank account number and account holder name are correct before confirming the transaction. Maybank is not responsible for any loss suffered due to wrong information entered when performing the transaction.

**11. What is Maybank offering time for Instant Transfer (IBFT)?**

Maybank Instant Transfer (IBFT) service via Maybank2u and mobile app will be available between 4.30am - 11.59pm. Recipient will be able to collect e-Ang Pow for deposit into other bank account during this period. However, this is also subject to the beneficiary bank's IBFT offering time. The transaction will not go through during the IBFT unavailability period of the other bank. For other bank's IBFT operating time, we advise that you refer to the bank's website for details.