

Maybank2u e-Duit Raya

FREQUENTLY ASKED QUESTIONS

1. What is e-Duit Raya?

e-Duit Raya 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-Duit Raya up to ten (10) recipients in one (1) transaction at one go.

2. Are there any charges for using Maybank2u e-Duit Raya?

There are no charges for Sending or Receiving e-Duit Raya. However, Sender will be subjected to Instant Transfer (IBFT) charges of RM0.53 when Recipient redeems e-Duit Raya 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-Duit Raya transaction. The Sender must provide this code directly to the intended Recipient. For the Recipient, this code is required to collect e-Duit Raya.

4. Why do I need to link my device with my mobile number to redeem e-Duit Raya 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-Duit Raya sent to the linked mobile number.

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

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

6. What is the maximum limit to send an e-Duit Raya?

You can send up to a maximum of RM1,000 per day.

7. For the Recipients, what is the maximum amount to receive the e-Duit Raya?

The Recipients can receive as many e-Duit Raya throughout the campaign period.

8. I have received e-Duit Raya. When is the last date to collect it?

You can collect the e-Duit Raya at any time within the campaign period, which is from now till 7 August 2016.

9. I've sent the e-Duit Raya 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-Duit Raya 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 collection.

10. What happens if the Recipient entered the wrong bank account number for e-Duit Raya 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.