

imteen-i Account FAQs

1. What do I need to bring to open an imteen-i account?

You and your parent/guardian will need to go to the nearest Maybank / Maybank Islamic branch along with all relevant documents i.e. your birth certificate/IC and your parent/guardian's IC and other supporting documents to verify parentage or guardianship. The parent or guardian will need to sign an Indemnity Letter with RM10 for stamping fees.

2. Can I open an imteen-i account with my parents?

The imteen-i account cannot be opened jointly or In-Trust with parents or guardians. It must be opened on your own.

3. How do I perform my banking transactions with the imteen-i account?

imteen-i is a passbookless account – transactions are done without a passbook. You will receive a Maybankard Bankcard (ATM) card which you can use at any Maybank ATM, Cash Deposit Machine or Cheque Machine, with access at over 1,500 ATMS around the country and even more access via PLUS networks both in Malaysia and other countries. You can also use your Maybankard as a debit card at participating merchants. You also have online access to imteen Internet Banking Facilities via www.maybank2u.com.

4. Since I do not have a passbook, how will I know the balance in my imteen-i account?

You may check and view your account records via quarterly statements (received if you maintain an average account balance of at least RM1,000 throughout the quarter), ATM and Maybank2u.com.

5. Are there any restrictions imposed at ATM facilities?

Yes, you are not provided access to the following services: * 3rd party transfer * Selectable withdrawal limit * Selectable 3rd party transfer limit * Purchase insurance * Paybills - Mayban Assurance Bhd * Interbank funds transfer * Electronic Share Application (Share Issue / ESA) * Phone banking application * Maybank2u.com application * Mobile Financial Services registration * M2U Mobile registration/deregistration Note: All transactions are subject to a limit of RM500 per day, per account.

6. Where do I apply for access to Maybank2u?

Application for Maybank2u access can only be done at Maybank branches, as applications via ATM are blocked.

7. What type of Internet Banking Services in Maybank2u are applicable for imteen-i?

You may view your account summary and Internet transaction history, transfer up to RM500 per day within your own accounts, purchase mobile and Internet prepaid reloads (up to RM100 per day) as well as IDD and STD prepaid reloads online, enjoy credit top-ups, SMS and downloads, pay bills online and update your contact information.

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8. Are there any restrictions imposed at Maybank2u?

Access to services such as 3rd Party Transfer, Online Stocks, Investment and Insurance, EPF and Mobile Financial Services are not provided.

9. How do I access imteen-i Internet Banking Facilities?

Just login to www.maybank2u.com and click on myzone to access the range of services.

10. Is there a limit to how much I can take out of my imteen Account?

imteen accountholders are subject to a debiting limit of RM500 per day via all delivery channels namely bank counters (OTC), online (M2U), ATM, MEPS, EFTPOS and Regional Switch except for all system postings i.e. SI. However, withdrawals of more than the limit are allowed over the counter.

11. What do I do if I've lost my ATM card or forgotten my Maybank2u password?

For replacement of lost/stolen ATM card and/or forgotten card pin number, or to reset Maybank2u password and/or pin number, you need to go to the nearest Maybank branch with your parent/guardian. Please remember to bring along all relevant documents for verification purposes.

12. If I am a foreigner, am I subject to the signing of the Indemnity Letter?

The signing of the Indemnity Letter is compulsory for all parents/guardians, both local and foreign, as a condition to open an imteen Account.