

FREQUENTLY ASKED QUESTIONS FOR MAYBANK MOBILE TRANSFER

A revolution in the way people send and receive money

Pay to anyone from your Mobile Contacts.

You can now transfer money to anyone with a registered Malaysian mobile number and the Recipient will receive a secured code via SMS to collect funds at any Maybank ATMs in Malaysia or at Maybank2u Mobile Banking App and credit the funds into a banking account.

Hassle free! No necessity for bank account details and this is the fastest way to send cash to family, friends and workers when they most need it and even to yourself when you have left your wallet behind.

Frequently Asked Questions

1. What is Maybank Mobile Transfer?

Maybank Mobile Transfer allows Maybank2u customers to make transfers to others via their mobile phone numbers. The Recipient just needs to have a Malaysian registered mobile number and collect funds either at any Maybank ATMs in Malaysia or at Maybank2u Mobile Banking App.

2. How to begin using Maybank Mobile Transfer and who can use this service?

Maybank Mobile Transfer is currently available on iPhone and Android phones. To use this service, simply download Maybank2u Mobile Banking App for free at Play Store or App Store and login to the App using your existing Maybank2u username and password.

Currently, the service to send Mobile Transfer is available for Maybank2u Individual and Sole Proprietor customers only.

However if you are the Recipient of funds, anyone can use the service to collect funds and you do not need to be a Maybank customer.

3. Are there any charges for using Maybank Mobile Transfer?

The service charge varies depending on the type of transaction selected by Sender.

For Cardless ATM Withdrawal, there will be a service charge for transaction processing regardless of whether the intended funds are collected by the Recipient.

For Transfer via Mobile Number, service charge will be imposed to Sender upon successful collection of funds, depending on the bank selected by Recipient.

Transaction Type		Service Charge
Cardless ATM Withdrawal		RM1.00
Transfer via Mobile Number	Credit to Maybank Account	No Charges
	Credit to Other Bank Accounts	RM0.50

The Bank has the right to vary the charges from time to time, the variation of which will be communicated via Maybank2u and stated in the Terms and Conditions.



Do note that you will still be subject to mobile data usage charges as determined by your Telecommunication Providers.

4. What is Withdrawal Code and Collect Code? What is it used for?

Withdrawal Code refers to the 6 digits code that the Sender will receive via SMS upon completion of the Cardless ATM Withdrawal transaction through Maybank2u App. The Sender is required to communicate this code directly to the intended Recipient as an added security measure to ensure that only the intended Recipient receives the code. This code is required by the Recipient to collect funds at any Maybank ATMs in Malaysia via the Cardless Withdrawal service.

Collect Code refers to the 6 digits code that the Sender will receive via SMS upon completion of the Transfer via Mobile Transfer transaction through Maybank2u App. The Sender is required to communicate this code directly to the intended Recipient as an added security measure to ensure that only the intended Recipient receives the code. This code is required by the Recipient to collect funds at Maybank2u Mobile Banking App.

5. Where can Recipient collect the funds?

The method to collect fund depends upon the mode of payment the Sender selects when initiating the Mobile Transfer i.e. Cardless ATM Withdrawal or Transfer via Mobile Number.

If the Sender provides the Withdrawal code, Recipient can withdraw at any Maybank ATMs in Malaysia. The operating hours for Cardless ATM Withdrawal services is from 6 am to 12 midnight daily or 24 hours at selected Maybank ATMs only. The transfer is valid for 24 hours. Cardless ATM Withdrawal service is not available at Cheque Deposit Machines, Cash Deposit Machines and Smart Recycler Machines.

If the Sender provides the Collect code, Recipient can collect at Maybank2u Mobile Banking App. This service is available via Maybank2u Mobile Banking App except during the necessary system maintenance exercise.

6. What is the validity duration of the Withdrawal Code?

The Withdrawal Code is valid for 24 hours from the date and time the Sender completes the Cardless ATM Withdrawal transaction.

The Recipient must collect the funds within this 24 hour limit by performing the Cardless Withdrawal transaction at any Maybank ATM in Malaysia. If the Recipient fails to do so within the 24 hour limit, the Withdrawal Code shall expire and the transfer will be considered null and void. The funds will remain in the Sender's account and the Recipient will need to contact the Sender to arrange for another payment.

7. What is the validity duration of the Collect Code?

The Collect Code is valid for 5 days from the date and time the Sender completes the Transfer via Mobile Number transaction.

The Recipient must collect the funds within this 5 days limit via the Maybank2u Mobile Banking App. If the Recipient fails to do so within the 5 days limit, the Collect Code shall expire and the transfer will be considered null and void. The funds will remain in the Sender's account and the Recipient will need to contact the Sender to arrange for another payment.

8. What if the SMS carrying the Withdrawal Code or Collect Code is delayed?

The Recipient is given sufficient time to collect the funds. In addition, the Bank will use any and all reasonable measures to ensure that the SMS is sent directly to the Sender and Recipient as soon as possible. Nevertheless the Bank shall not be liable for any delay in sending the SMS due to reasons beyond the control of the Bank such as the Telco service congestion or interruption.

9. What happens to the Sender's money when Sender makes a Mobile Transfer?

For Cardless ATM Withdrawal, the service charge is deducted from the Sender's account upon completion of the Sender's Mobile Transfer transaction in Maybank2u Mobile Banking App. As for Transfer via Mobile Number, the service charge is deducted from the Sender's account upon successful collection of funds based on the bank selected by recipient. However the principal amount will only be deducted/debited from the Sender's account upon collection by the Recipient.

10. What is the Maximum transaction amount for Mobile Transfer?

This depends on the method of payment selected by Sender.

Transaction Type	Maximum Amount
Cardless ATM Withdrawal	Maximum of RM300 per day. This is on top of the existing third party and interbank transfer limits in Maybank2u.
Transfer via Mobile Number	Maximum of up to RM1,000 per day. This is sharing the same existing third party transfer limit in Maybank2u.

11. What is the maximum amount the Recipient can receive?

There is also a transaction restriction to the Recipient mobile number. The same Recipient mobile number can only receive up to 2 transactions per day.

12. How can the Sender know if the Recipient has collected the funds?

An SMS will be delivered to the Sender to notify on successful collection by Recipient. In addition, for Cardless ATM Withdrawal, Sender can inquire on the status via Maybank2u Internet Banking.

Status	Remarks
Accepted	Transaction is Pending withdrawal by the Recipient.
Successful	Transaction has been successfully withdrawn at the ATM.
Rejected	Transaction has been rejected due to invalid entry or system errors.
Expired	Transaction has exceeded the validity period.

For Transfer via Mobile Number transactions, all successful payments can be viewed in the transaction history under the relevant account.

13. What to do if the wrong Recipient mobile number was entered?

Do not disclose the Withdrawal or Collect code to the unintended Recipient. Without the Sender's Withdrawal or Collect code, the collection of funds cannot be effected. If the Sender has accidentally sent the Withdrawal or Collect code to the wrong Recipient mobile number, the Sender can cancel the transaction via Maybank2u Internet Banking (for Cardless Withdrawal ONLY) or by contacting the Bank's call centre (1300 88 6688) to instruct cancellation. The cancellation must be done before the collection is made by the Recipient.

Please ensure that the mobile number is correct before confirming the transaction. Maybank is not responsible for any loss suffered due to incorrect information being entered when performing the transaction.

14. Will I be able to see the Mobile Transfer transaction under Transaction History?

Yes, all successful payments can be viewed in the transaction history under the relevant account.

15. Is there any service fee imposed for collecting a Mobile Transfer?

Currently there is no service fee imposed for collection of Mobile Transfer.

16. What happens if Recipient entered an incorrect account number when collecting/receiving a Mobile Transfer?

Please ensure that the account number is correct before confirming the collection transaction. Maybank is not responsible for any loss suffered due to incorrect information being entered when collecting a transfer.

17. What happens if the Recipient phone is lost or stolen?

Recipient is advised to inform the Sender immediately so as to prevent the disclosure of the Withdrawal or Collect code to the Recipient's lost mobile phone.