



STEP BY STEP GUIDE FOR CONSUMERS

Maybank Home²u now accessible via Maybank Partner Platforms



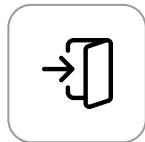
INTRODUCTION

Say goodbye to hassle & duplicated form filling!

Enjoy Maybank Home²u features directly through Maybank partner platforms. This means you can now seamlessly check your eligibility for home financing and submit an application through the Partner's platform. You may even obtain financing approval within 10 seconds*

Once you're done, a dedicated Maybank Mortgage Representative will contact you to guide you through next steps.

BENEFITS



Easy access



Seamless
process



Transparent
module

WHAT TO EXPECT

- (1) Access any of our Maybank partner platforms' to perform booking of your preferred property
- (2) Upon completing the booking process, you will be presented with an option to apply for Home Financing with Maybank Home²u
- (3) Fill in minimal details to check your loan eligibility instantly through our Partners' Platform
- (4) For **Existing Maybank Customers**, you can:
 - (A) Complete your home financing application in the same journey through our Partners' Platform (See Slide 4)
 - (B) Continue your home financing application at a later time, through Maybank2u (See Slide 9)

For **New Maybank Customers**, a dedicated Maybank Sales Representative will reach out to you to continue your application. You may track your application status on Maybank2u (See Slide 22)

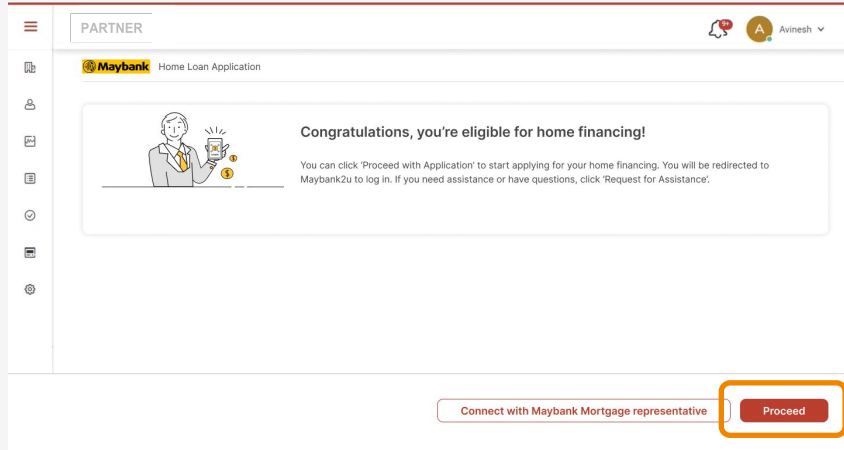
Step-by-Step Guide For **Existing** Maybank Customers

01

Via Partner's Platform

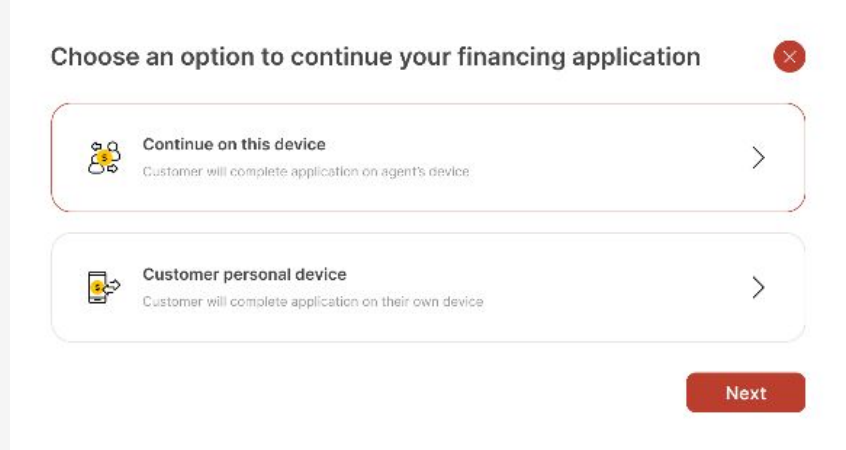
(A) Application Journey

EXISTING MAYBANK CUSTOMERS - VIA PARTNER'S PLATFORM



STEP 01

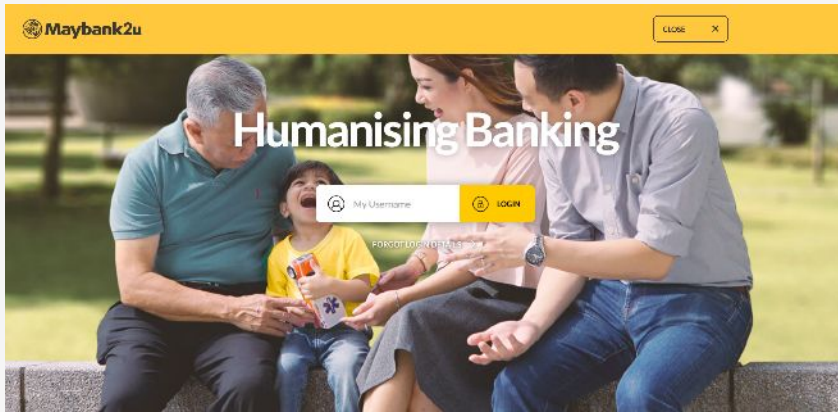
Once you completed your booking with the developer on their Online Booking System and are eligible for home financing, click **“Proceed”** to start your home financing application.



STEP 02

You can choose to continue your home financing application on the same device via our Partner's Platform or your own device. Select your preferred option and click **“Next”**.

EXISTING MAYBANK CUSTOMERS - VIA PARTNER'S PLATFORM



STEP 03

If you choose to continue on the Partner's device, you will be redirected to Maybank2u. Enter your username and password to login.

Home2u Financing Application

We have your personal details but we need some additional details from you.

Personal Details

Marital Status	Married
Spouse's Gross Income (Optional)	RM 5,000.00
Email Address	da***@gmail.com
Employment Status	Employer
Employment Business Type	Sdn Bhd

Employment Details

Occupation ⓘ	Sales Manager	
Employer Name	ABC Enterprise	
Occupation Sector ⓘ	Financial And Insurance/Takaful	
Employment Duration	3 Years	6 Months

SAVE & NEXT

STEP 04

Confirm or update your personal and employment details. Click **“Save & Next”** to proceed.

EXISTING MAYBANK CUSTOMERS - VIA PARTNER'S PLATFORM

Home²u Financing Application

Please choose your financing type and plan

Financing Details

Are you going to be the sole owner? ☒ Yes ☐ No

Financing Type ☒ Islamic ☐ Conventional

Financing Plan ☒ Commodity Murabahah Home Financing-i

Recommended

Based on the Shariah principle of Murabahah (cost plus profit).

- Up to 90% financing for the first two homes
- Up to 70% for your third home onwards
- No limit on property price
- Redraw is allowed

[View Details](#)

Property Selling Price

Financing Tenure

Downpayment ☒ Percentage ☐ Amount

Financing Amount

STEP 05

Confirm your financing details and click **“Save & Next”** to proceed.

Terms & Conditions

I/We have read and agree to be bound by the [Product Disclosure Sheet\(s\)](#) and other relevant documents attached.

I/We have read and agreed to/understood the [Declaration](#).

I/We agree that my personal and business data may be processed by Maybank or Maybank's selected credit reporting agency in accordance with the Credit Reporting Agencies (CRA) Act 2020 and Central Bank of Malaysia Act 2009.

I/We confirm that I do not meet the definition of a U.S. person or fall under any of the indicia mentioned in the U.S. [Foreign Account Tax Compliance Act \("FATCA"\)](#) and agree to be bound by the terms of the declaration in the [FATCA/ CRS self-certification form in the attached link](#).

I/We further undertake to notify Maybank in writing within 30 calendar days of any change of circumstances or information declared which cause the information contained herein to become incorrect.

I am/We are aware that margin of finance for third residential property is up to 70% of Open Market value or sale & Purchase Price - whichever is lower.

I/We hereby acknowledge that the processing of my/our mortgage loan/financing is based partly on this Declaration. I/We further confirm that this Declaration is true and accurate as regards to the purpose intended.

I/We have read, agree and accept the terms of the Maybank Group [Privacy Statement](#) ("PS") for marketing of products and services by Maybank Group/other entities referred to in the PS.

☒ Yes, I/We expressly agree to be contacted.

☐ No, I/We do not agree to be contacted.

I/We hereby agree to accept this product/services and that the use of electronic messages and electronic acceptance for all matters related to this product/services shall be binding in accordance with the Electronic Commerce Act 2006.

STEP 06

Read through & understand the Terms & Conditions. Once you are ready, click **“Agree & Proceed”** to proceed.

EXISTING MAYBANK CUSTOMERS - VIA PARTNER'S PLATFORM

Personal Details

Name	Danial Aliff
Title	Mr/Encik
Gender	Male
ID Type	New NRIC
ID Number	870418-07-7353
Mobile Number	+60 16 677 4596
Resident Status	Bumiputera
Education	Postgraduate (Master)
Marital Status	Married
Spouse's Gross Income	RM 5,000.00
Religion	Islam
Email Address	da****@gmail.com
Employment Status	Employer
Employment Business Type	Sdn Bhd

STEP 07

Check your details. Click on any of the **edit** buttons to edit your details in any section.

Congratulations, your application has been approved.
We will get in touch with you to set an appointment to sign the Letter of Offer.



Eligibility
Checking



Financing
Approval



Financing
Acceptance
Pending Letter of
Offer signing



Legal
Documentation



Financing
Disbursement

Financing Approval	Approved
Property Name	Kiara 2
Unit Type	Type A
Unit Number	A-15-3
Property Selling Price	RM 500,000.00
Financing Tenure	35 Years
Financing Amount	RM 450,000.00
Downpayment	RM 50,000.00
Unique Application ID	MEF230127161038461

Your Maybank mortgage representative

Name & ID

Neoh Ja Xin (00148880)

Contact Number

+60123456789

STEP 08

Your application is successfully submitted and your application outcome will show here.
You can log out from Maybank2u.

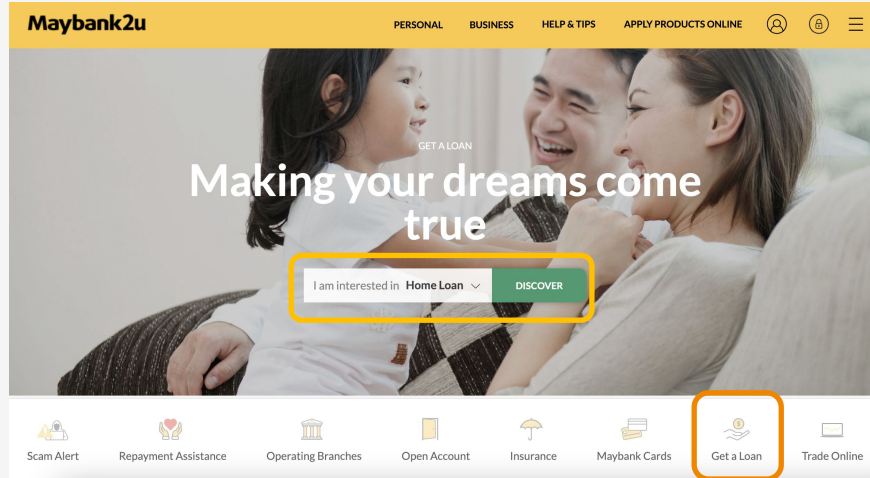
Step-by-Step Guide For **Existing** Maybank Customers

02

Via Maybank2u

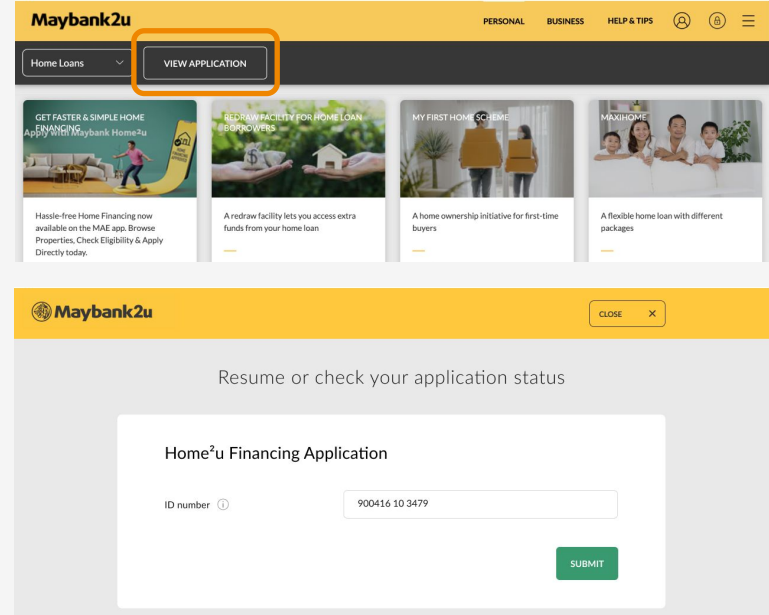
(A) Application Journey

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U



STEP 01

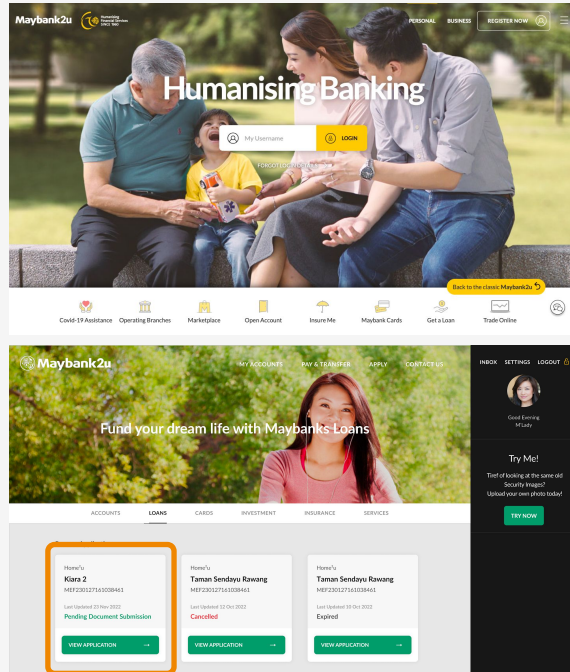
Once you are ready to continue with your home financing application, go to Maybank2u > “Get a Loan” > Select “I am interested in Home Loan” and click on “Discover”



STEP 02

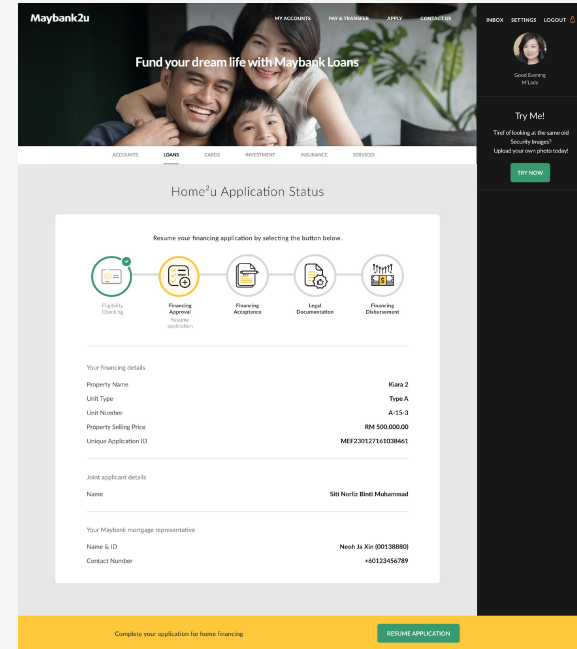
Click on “View Application”, enter your NRIC and click “Submit”

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U



STEP 03

You will be prompted to enter your username and password to login to Maybank2u. Then, select the home financing application that you would like to resume.



STEP 04

Click on **“Resume Application”** to continue your home financing application.

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U

Home²u Financing Application

We have your personal details but we need some additional details from you.

Personal Details

Marital Status	<input type="text" value="Married"/>
Spouse's Gross Income (Optional)	<input type="text" value="RM 5,000.00"/>
Email Address	<input type="text" value="da****@gmail.com"/>
Employment Status	<input type="text" value="Employer"/>
Employment Business Type	<input type="text" value="Sdn Bhd"/>

Employment Details

Occupation ①	<input type="text" value="Sales Manager"/>
Employer Name	<input type="text" value="ABC Enterprise"/>
Occupation Sector ①	<input type="text" value="Financial And Insurance/Takaful"/>
Employment Duration	<input type="text" value="3 Years"/> <input type="text" value="6 Months"/>

SAVE & NEXT

STEP 05

Confirm or update your personal and employment details. Click **“Save & Next”** to proceed.

Home²u Financing Application

Please choose your financing type and plan

Financing Details

Are you going to be the sole owner?	<input checked="" type="radio"/> Yes <input type="radio"/> No
Financing Type	<input checked="" type="radio"/> Islamic <input type="radio"/> Conventional
Financing Plan	<input checked="" type="radio"/> Commodity Murabahah Home Financing-i

Recommended

Based on the Shariah principle of Murabahah (cost plus profit).

- Up to 90% financing for the first two homes
- Up to 70% for your third home onwards
- No limit on property price
- Redraw is allowed

[View Details](#)

Property Selling Price	<input type="text" value="RM 500,000.00"/>
Financing Tenure	<input type="text" value="35 Years"/>
Downpayment	<input checked="" type="radio"/> Percentage <input type="radio"/> Amount
	<input type="text" value="10 %"/>
Financing Amount	<input type="text" value="RM 450,000.00"/>

BACK

SAVE & NEXT

STEP 06

Confirm your financing details, click **“Save & Next”** to proceed.

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U

Terms & Conditions

I/We have read and agree to be bound by the [Product Disclosure Sheet\(s\)](#) and other relevant documents attached.

I/We have read and agreed to/understood the [Declaration](#).

I/We agree that my personal and business data may be processed by Maybank or Maybank's selected credit reporting agency in accordance with the Credit Reporting Agencies (CRA) Act 2020 and Central Bank of Malaysia Act 2009.

I/We confirm that I do not meet the definition of a U.S. person or fall under any of the indicia mentioned in the U.S. [Foreign Account Tax Compliance Act \("FATCA"\)](#) and agree to be bound by the terms of the declaration in the [FATCA/ CRS self-certification form in the attached link](#).

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I/We have read, agree and accept the terms of the Maybank Group [Privacy Statement](#) ("PS") for marketing of products and services by Maybank Group/other entities referred to in the PS.

☒ Yes, I/We expressly agree to be contacted.

☐ No, I/We do not agree to be contacted.

I/We hereby agree to accept this product/services and that the use of electronic messages and electronic acceptance for all matters related to this product/services shall be binding in accordance with the Electronic Commerce Act 2006.

BACK

AGREE & PROCEED

STEP 07

Read through & understand the Terms & Conditions. Once you are ready, click **"Agree & Proceed"** to proceed.

Personal Details



Name

Danial Aliff

Title

Mr/Encik

Gender

Male

ID Type

New NRIC

ID Number

870418-07-7353

Mobile Number

+60 16 677 4596

Resident Status

Bumiputera

Education

Postgraduate (Master)

Marital Status

Married

Spouse's Gross Income

RM 5,000.00

Religion

Islam

Email Address

da****@gmail.com

Employment Status

Employer

Employment Business Type

Sdn Bhd



STEP 08

Check your details. Click on this **edit** button to edit your details in any section. If needed, edit your details in each respective section.

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U

Financing Details

Financing Tenure	35 Years
Downpayment	RM 50,000.00
Financing Amount	RM 150,000.00

Secure Verification. You will receive a notification on your smartphone to approve or reject the transaction

Secure Verification



REQUEST

STEP 09

Click "**Request**" for Secure Verification. You can proceed to approve it on your Maybank2u app.

Skip if you have sent the required documents to your Maybank mortgage representative

UPLOAD DOCUMENTS

STEP 10

(Optional) You can proceed to upload documents to expedite your home financing application.

Step-by-Step Guide For **Existing** Maybank Customers

02

Via Maybank2u

(B) Upload Documents

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U - UPLOAD DOCUMENTS

2. Income Document 0 file

Latest 3 months' salary slip, BE form and tax receipt and EPF statement(s).

Drop your files here, or

[UPLOAD](#)

You can upload or drag and drop multiple files at a time.

3. Booking Form 0 file

Drop your files here, or

[UPLOAD](#)

You can upload or drag and drop multiple files at a time.

4. Other Document(s) 0 file

Drop your files here, or

[UPLOAD](#)

You can upload or drag and drop multiple files at a time.

[SUBMIT DOCUMENTS](#)

STEP 11

(Optional) Select documents from your device according to the header in each section. Click **“Submit Documents”** to upload your documents.

Maybank2u

Your documents have been submitted.

You can now close this tab.
You can always track your application via Maybank2u or contact your Mortgage Representative for more information.

[VIEW APPLICATION](#)

STEP 12

(Optional) Your documents have been submitted successfully.

Step-by-Step Guide For **Existing** Maybank Customers

02

Via Maybank2u

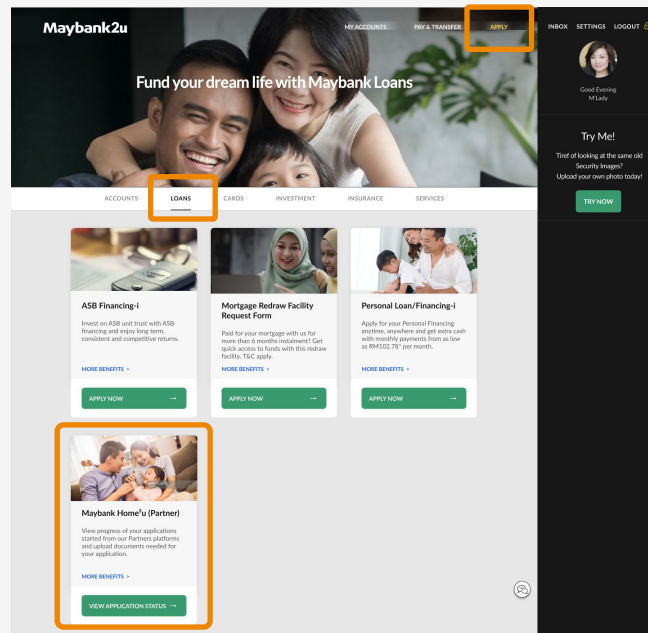
(C) Track Application

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U - TRACK APPLICATION



STEP 1

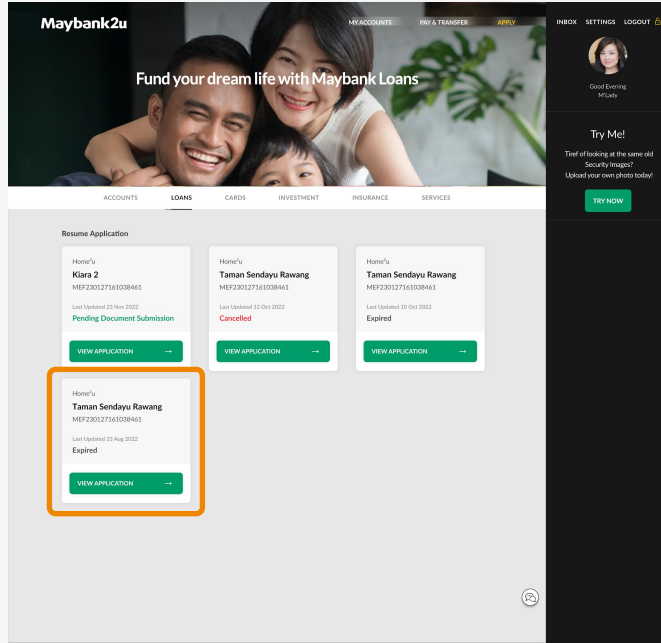
Go to Maybank2u, enter your username and password to login.



STEP 2

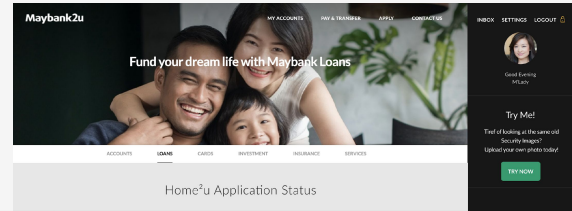
Click on “**Apply**” from the menu bar > Select “**Loan**” > Look for Maybank Home²u (Partner) and click “**View Application Status**”

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U - TRACK APPLICATION



STEP 3

Your applications will be shown here.
Click **“View Application”** to select and proceed.



STEP 4

Your application status will be displayed here.

Step-by-Step Guide For **Existing** Maybank Customers

02

Via Maybank2u

(D) Email Notifications

EXISTING MAYBANK CUSTOMERS - VIA MAYBANK2U - EMAIL NOTIFICATION



Dear <Applicant's Full Name>,

Congratulations, you are eligible for **Commodity Murabahah Home Financing-I**. Follow the steps below to continue your application.

Below are the details of your application:

Application For	Home'u Financing
Property Name	Klara 2
Joint Applicant (If applicable)	Siti Norliz Binti Muhammad
Unique Application ID	MEF230127161038461
Maybank Mortgage Representative	Neoh Jia Xin (+60123456789)

How to continue your application on Maybank2u.com

STEP 1

Go to
www.maybank2u.com.my/home2u/application

STEP 2

Key in new NRIC :
Example 912345678900

STEP 3

Click the "Submit" button

Should you require further assistance, kindly contact our Maybank Group Customer Care at 1300 88 6688 or email us at mgcc@maybank.com.my. For trading related matters, you may contact our Central Dealing Desk at 1300 88 8488 (9:00am – 12:30pm and 2:00pm – 5:00pm, Monday to Friday except public holidays) or maybankcdd@maybank.com.my.

This is an automatically generated email. Please do not reply to this email.



Dear <Applicant's Full Name>,

Congratulations, your application for **Commodity Murabahah Home Financing-I** has been approved. Your Maybank mortgage representative will contact you to sign the Letter of Offer.

Below are the details of your application:

Application For	Home'u Financing
Property Name	Klara 2
Joint Applicant (If applicable)	Siti Norliz Binti Muhammad
Unique Application ID	MEF230127161038461
Maybank mortgage representative	Neoh Jia Xin (+60123456789)

How to check your application on Maybank2u.com

STEP 1

Go to
www.maybank2u.com.my/home2u/application

STEP 2

Key in new NRIC :
Example 912345678900

STEP 3

Click the "Submit" button

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This is an automatically generated email. Please do not reply to this email.

You can check your application via email or log on to <https://www.maybank2u.com.my/home2u/application>.

We will send you an email for each update on your home financing application.

If you have any questions, feel free to reach out to your dedicated Maybank Mortgage Representative.



Step-by-Step Guide For **New** Maybank Customers

03

Via Maybank2u

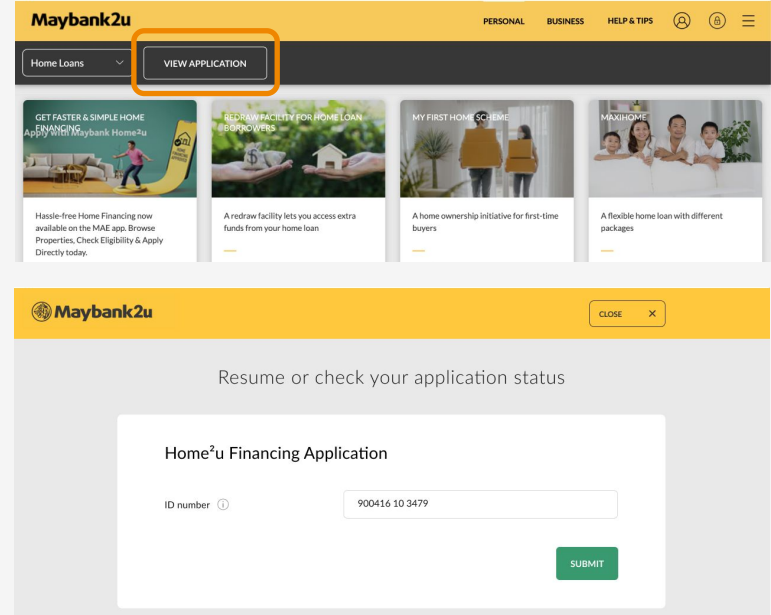
(A) Application

NEW MAYBANK CUSTOMERS - VIA MAYBANK2U



STEP 01

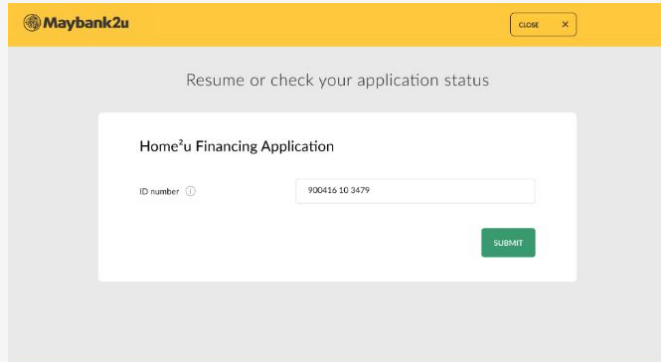
Once you are ready to continue with your home financing application, go to Maybank2u > “Get a Loan” > Select “I am interested in Home Loan” and click on “Discover”



STEP 02

Click on “View Application”, enter your NRIC and click “Submit”

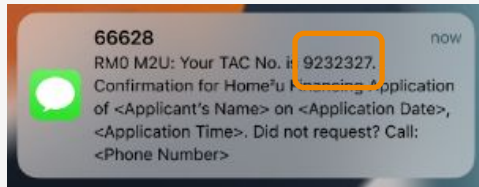
NEW MAYBANK CUSTOMERS - VIA MAYBANK2U



TAC has been requested.

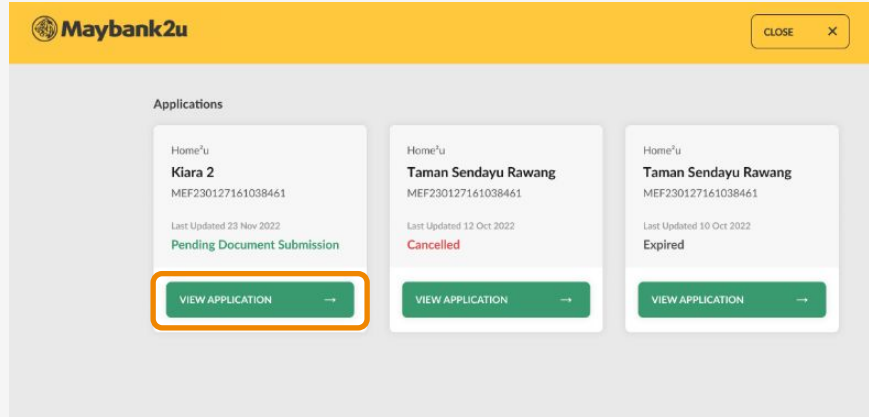
TAC has been sent to 012 XXX X356.
If you did not receive, click here

CONFIRM



STEP 03

Request TAC to be sent to your mobile and enter the TAC.
Click **“Confirm”** to proceed.



STEP 04

Click on your home financing application to view the application status.

Step-by-Step Guide For **New** Maybank Customers

03

Via Maybank2u

(B) Upload Documents

NEW MAYBANK CUSTOMERS - VIA MAYBANK2U - UPLOAD DOCUMENTS

The screenshot shows the Maybank2u Home*u Application Status page. At the top, a confirmation message states: "We've sent you a confirmation email. Our mortgage representative will be in touch within 24 hours to help with document submission." Below this is a progress bar with five steps: Eligibility Checking (completed), Financing Approval (pending document submission), Financing Acceptance, Legal Documentation, and Financing Disbursement. The main section, "Home*u Application Details", displays the following information:

Property name		Klara 2
Unique application ID	MEF230127161038461	
Applied on	09 Jul 2021, 1:52 PM	
Status	Active	

Below the details, there are two boxes: "Your Maybank mortgage representative" (with a contact number 0123456789) and "Open a Maybank Savings or Current account" (with a "Login More" button). At the bottom, a "BACK" button is on the left, and an "UPLOAD DOCUMENTS" button is highlighted with an orange box on the right. A small note at the bottom left says: "Skip if you have sent the required documents to your Maybank mortgage representative."

STEP 05

Check your application status. Click on **“Upload Documents”** to upload documents for your application.

The screenshot shows the Maybank2u Home*u Application Status page with a modal dialog box open. The dialog box contains the text: "You will be redirected to document upload page." and a green "UPLOAD NOW" button. The background page is dimmed, showing the same progress bar and application details as in the previous step. The "UPLOAD DOCUMENTS" button from the previous step is now visible at the bottom right of the page.

STEP 04

You will be redirected to document upload page. Click **“Upload Now”** to proceed.

NEW MAYBANK CUSTOMERS - VIA MAYBANK2U - UPLOAD DOCUMENTS

Home's Application Details Unique Application ID: MEF235127161038461

Please upload your documents in PDF, JPG or PNG, and ensure each file size is less than 3MB. You can select multiple files to upload at a time.

1. Personal Document 0/10

Front & Back NRIC OR Passport & Work Visa (if applicable).

Drop your files here, or [upload](#)

You can upload or drag and drop multiple files at a time.

2. Income Document 0/10

Latest 3-month salary slip, BE form and tax receipt and EPF statement(s).

Drop your files here, or [upload](#)

You can upload or drag and drop multiple files at a time.

3. Booking Form 0/10

Drop your files here, or [upload](#)

You can upload or drag and drop multiple files at a time.

4. Other Document(s) 0/10


Drop your files here, or [upload](#)


You can upload or drag and drop multiple files at a time.

[SUBMIT DOCUMENTS](#)

STEP 06

You can upload and submit documents for verification. Click **“Submit Documents”** to upload your documents.





Your documents have been submitted.

You can now close this tab.
You can always track your application via Maybank2u or contact your Mortgage Representative for more information.

[VIEW APPLICATION](#)

STEP 04

Your documents have been submitted successfully.

Step-by-Step Guide For **New** Maybank Customers

03

Via Maybank2u

(C) Email Notification

NEW MAYBANK CUSTOMERS - VIA MAYBANK2U - EMAIL NOTIFICATION



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Maybank Mortgage Representative	Neoh Jia Xin (+60123456789)

How to continue your application on Maybank2u.com



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Application For	Home'u Financing
Property Name	Klara 2
Joint Applicant (If applicable)	Siti Norliz Binti Muhammad
Unique Application ID	MEF230127161038461
Maybank mortgage representative	Neoh Jia Xin (+60123456789)

How to check your application on Maybank2u.com



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You can check your application via email or log on to <https://www.maybank2u.com.my/home2u/application>.

We will send you an email for each update on your home financing application.

If you have any questions, feel free to reach out to your dedicated Maybank Mortgage Representative.





Thank You.



For more information, contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696