

Maybank Home²u FAQ

1. What is the Maybank Home²u feature on MAE by Maybank2u?

Maybank Home²u is a digital initiative that offers a variety of Mortgage-related products and services for you to purchase your dream property via the MAE app. You will be able to access the app and manage your Home financing application at any time and anywhere.

2. Do I need to be a Maybank customer in order to apply for a home financing using the MAE app?

You must be an existing Maybank customer to use this service. If you are not a Maybank customer, fret not, just download the MAE app and register to set up your MAE account to start your application.

3. What are the benefits of applying for a home financing on the MAE app?

- No document submission (e.g. certain qualified customers do not have to submit any document)
- Enjoy the seamless digital experience in owning your dream property faster
- Efficient and convenient means of access to the latest properties

4. Who can apply for Mortgage financing using the Maybank Home²u feature?

Applicants must be Malaysian citizens and aged between 18 - 65 years old at the point of application.

5. What if the property of my interest is not listed on the app?

You can still apply for a property by clicking the “Apply Mortgage” icon on the Discover page of Maybank Home²u and enter the name of your desired property.

6. What is the financing tenure?

Financing tenure is up to 35 years or age 70.

7. Is there any down payment required?

Product Type	Down payment
MaxiHome and CM Home Financing-i	10 -50%

8. What other costs should I expect?

- RM200 processing fee
- Stamp duty
- Legal and will/wasiat-writing fees

9. How is my monthly payment amount calculated?

Your monthly payment is calculated based on the approved loan/financing amount, prevailing interest or profit rate and loan/financing tenure.

10. When do I start making the first payment?

- Interest/profit is payable on the 1st day of the following month after 1st disbursement of the facility which takes place upon receipt of 1st billing from developer.
- If you opt for Mortgage Reducing Term Assurance/Takaful (MRTA/MRTT) policy or Credit Level Term Assurance/Takaful (CLTA/CLTT) policy coverage to take effect upon completion of all legal documentation pending first disbursement of the facility, the Bank will charge the loan/financing account for the MRTA/MRTT or CLTA/CLTT premium/contribution (for finance cases), payable to the Approved Insurer/Takaful. Any interest accrued on the sums charged payable on the first day of the following month.

11. Who will pay for the Insurance/Takaful?

The applicant is responsible for Insurance/Takaful and can choose to pay upfront or capitalize onto the mortgage loan.

12. Can I choose between Conventional or Islamic financing?

Yes, the facility is available under both Conventional and Islamic financing.

13. Can I apply for a moratorium once the loan is approved?

The facility must be disbursed first before you can apply for a moratorium. Moratorium is subject to customer meeting the eligibility criteria and Bank's approval.

14. Can I apply for Electronic Standing Instruction mode for loan payment via MAE account? If yes, does this impact my monthly capping limits?

Recurring payment can be done via MAE app or apply VSI through any branch.

15. What is the requirement to be a guarantor?

This feature is currently not available for Maybank Home²u users.

16. How many years is the lock in period and how much is the service fee for an early settlement?

For under construction property, a Service fee of 2.00% of the approved financing amount will be charged if facility is settled within the period from:

- (i) The date of first disbursement of the Facility; and
- (ii) The date failing 1 year after the date the property is completed with CCC issued in respect of the property

Lock in period and service fee for early settlement is not applicable for Islamic financing.

17. Is there flexibility for me to choose a term loan/overdraft facility or both?

No, currently there is no flexibility for Maybank Home²u users to choose a term loan/overdraft facility or both.

18. How much is the loan margin and is there any compounding profit rate as late payment charges?

Loan/financing margin depends on package selected, customer eligibility and number of financing under the customer's record. Compounding profit is not allowed under Islamic financing and the profit computation shall be on the principal outstanding balance only.

19. Once the loan is approved, would it be eligible for refinancing in the future?

Yes, refinancing is eligible for MaxiHome and CM Home Financing-i.

20. How do I apply for Maybank Home financing with Maybank Home²u?

You may apply via the MAE app. Go to MAE app > Click on “Home²u” > Browse Properties and click on “Click Eligibility” for your desired property OR Click on “Apply Mortgage” to start your home financing application with Maybank Home²u.

21. How will I know if my application is successful?

Your application status will be displayed in Maybank Home²u under Application. This is a live status that is constantly updated for your reference.

22. I am a new customer to Maybank and only have a MAE account. How does the bank verify my signature and thumbprint details for my Maybank Home²u application?

You may perform your signature and thumbprint verification at the Maybank branch.

23. Do I have to redo the entire application when facing an issue (e.g no battery, no network) in the middle of it?

Unfortunately, your inputs will not be saved if you leave the app unintentionally. However, eligibility results and upfront approvals will be auto-saved.

24. Is there any device that is not compatible with my Maybank Home²u application?

All devices that are compatible with the MAE app can go through any Maybank Home²u application.

25. Can I apply for the loan alongside a joint applicant?

Yes, you can add a joint applicant for your loan/financing via Maybank Home²u. You can proceed to apply for your loan/financing via “Apply Mortgage” in the Maybank Home²u section on the MAE app. Your eligibility results will tell you if you are eligible to add a joint applicant. Maybank Home²u only allows one joint applicant for now.

26. What supporting documents do I need to submit?

No submission is required during application, but you may be asked to provide certain documents (e.g.: NRIC, booking forms, and etc.) to be verified by our mortgage representative during KYC.

27. Would there be any additional documentation that I would need to submit at the branch?

None.

28. What is the minimum tenure period?

The minimum tenure period is 5 years which is the same across all the mortgage products.

29. Is there a time frame for me to submit my application?

You can submit your application at any time.

30. Will I be given a reason as to why my application has failed?

We will not inform you why your application has failed. Your Mortgage Representatives will attend to your queries and guide you to the next step.

1. What does Maybank Home²u Partners mean?

You can now access Maybank Home²u features via Maybank Home²u Partners. This means you can enjoy the same features such as instant eligibility check and home financing application approval via Maybank Home²u Partner Platforms.

2. How do I apply via Maybank Home²u Partners?

When you book your property via Maybank Home²u Partner platforms, there will be an option to apply for Maybank home financing. Selecting that option will take you through an eligibility check on the Maybank Home²u Partner's platform that is powered by Maybank Home²u and you may either proceed with application via connecting with an assigned dedicated Maybank Sales Representative or via Maybank2u, depending on the results of your eligibility check.

3. Which partners can I apply with?

You can look for Maybank Home²u Partners via our Maybank Home²u website <https://www.maybank2u.com.my/home2u-mae>. Currently, we are partnered with Sime Darby Property, and we are looking to add more partners in the near future.

4. Who can apply through Maybank Home²u Partners?

Anyone interested in obtaining home financing with Maybank can apply with Maybank Home²u Partners.

5. Do I need to be a Maybank customer in order to apply for home financing via Maybank Home²u Partners?

No, you do not need to be a Maybank customer to apply for home financing via Maybank Home²u Partners. Your assigned Mortgage Representative will reach out to you to onboard you before we further process your application.

6. What if I accidentally drop off halfway through my application?

You can go to www.maybank2u.com.my/home2u/application to resume your application.

7. How do I find out the status of the application I have made from Maybank Home²u Partners?

Just go to www.maybank2u.com.my/home2u/application, key in your NRIC to check the latest status of your application.

8. I would like to reach out to my assigned Maybank Sales Representative for more information. How can I find their contact number?

You may go to www.maybank2u.com.my/home2u/application to check your application status, application details and find your Maybank Sales Representative's mobile number.

9. I do not have a Maybank2u login, can I still apply?

Yes, you can. A Maybank Sales Representative will assist with your application. You can head over to www.maybank2u.com.my/home2u/application to check your application status, application details and to find your Maybank Sales Representative's contact number.