

## **Point-of-Sales (POS) Terminal FAQs**

### **1. What are the benefits of Point-of-sales facility?**

- I. The largest base of credit and debit cardholders available to merchants participating in the marketing programmes
- II. Training and incentive schemes
- III. Helpdesk / Merchant service hotline and technical support team
- IV. 24-hour authorisation service for customers

### **2. What are the requirements to apply for Point-of-Sales (POS) Terminal?**

- I. The company must be locally registered in Malaysia.
- II. The company must have a Maybank business current account.
- III. The company must have an appropriate office site and should not be operating from personal home/residential area

### **3. What are the types of cards can Point-of-Sales (POS) Terminal accept?**

The POS Terminal accepts VISA, Mastercard, American Express, UnionPay and JCB Cards.

### **4. What are the fees that I have to pay?**

The Merchant Rate and Terminal Deposit and monthly Terminal Rental Fee charges (if applicable) will be provided in the Letter of Offer upon application approved.

### **5. How will my funds be deposited?**

For all settled transactions, your funds will be deposited into your current account on the next business day.

### **6. Where can I view the settlement reports?**

You can view this on the e-statement Merchant Portal. You will be provided with an account and login credentials

### **7. Who can I contact for inquiry and clarification?**

For further assistance or clarification, you may email to [merchantinquiry@maybank.com](mailto:merchantinquiry@maybank.com)