

## Frequently Asked Questions (FAQ)

No	FAQ for activating Business Account
A.	General Questions (Applicable for both Sole Proprietor & Non Sole Proprietor)
B.	Additional FAQ for Sole Proprietor
C.	Additional FAQ for Non-Sole Proprietor <ul style="list-style-type: none"><li data-bbox="328 439 528 472">• Partnership</li><li data-bbox="328 477 807 510">• Limited Liability Partnership (LLP)</li><li data-bbox="328 515 863 548">• Private Limited Company (Sdn. Bhd.)</li><li data-bbox="328 553 890 586">• Professional/Club/Association/Society</li></ul>

## FAQ for Opening & Activating Business Account

A. General Questions (Applicable for both Sole Proprietor & Non Sole Proprietor)	
1. Which accounts are eligible for opening via Straight Through Processing (STP)?	<p>Accounts that are eligible for opening via STP:</p> <ul style="list-style-type: none"> <li>• SME First Account</li> <li>• SME First Account-i</li> <li>• SME First Investment Account-i</li> <li>• Corporate Current Account</li> <li>• Current Account-i</li> <li>• Premier Mudharabah Account-i for SME and BB</li> </ul> <p>For the latest full list of accounts available, you can refer to <a href="#">Deposit Business Accounts</a>.</p>
2. Who is eligible to apply for these business accounts?	<p>Account opening is eligible for:</p> <ul style="list-style-type: none"> <li>• <b>New or Existing</b> Maybank and/or Maybank Islamic customers</li> <li>• Those who are 18 years old and above</li> <li>• Malaysian citizen with MyKad or permanent resident</li> <li>• Those who meet the Bank's account eligibility requirements</li> </ul> <p>For more information application steps and eligibility details, please refer to the specific business account page on <a href="#">Maybank2U Business</a> website.</p> <p><i>*Terms and conditions apply.</i></p>
3. How do I activate my new business account?	<p>You can activate your new business account either <b>online</b> through the MAE app or Maybank2E.com, or <b>offline</b> at your preferred Maybank branch/business centre.</p> <p>a. For <b>Sole Proprietor</b>, the eligibility criteria for online activation via MAE app includes:</p> <ul style="list-style-type: none"> <li>• A SSM-registered company</li> <li>• A Malaysian with valid MyKad</li> <li>• Have an online banking account to fulfill First-Party transfer via FPX – <i>this can also be a personal account under business owner's name</i></li> <li>• The customer meets the Bank's account eligibility requirements</li> <li>• Online activation via MAE app is only applicable for the following business accounts: <ul style="list-style-type: none"> <li>i. SME First Account</li> </ul> </li> </ul>

	<p>ii. SME First Account/-i iii. SME First Investment Account/-i</p> <p>b. For <b>Partnership and Private Limited Company (Sdn Bhd)</b>, the eligibility criteria for online activation via Maybank2E.com includes:</p> <ul style="list-style-type: none"> <li>• A SSM-registered company</li> <li>• Up to five (5) Partners/Directors and up to five (5) Authorised Signatories</li> <li>• Malaysian with MyKad</li> <li>• The customer meets the Bank’s account eligibility requirements</li> </ul> <p>c. For <b>Limited Liability Partnerships (LLP) &amp; Professional/Club/Association/Society</b>, you must activate your business account via your preferred Maybank branch/business centre.</p> <p><i>*Terms and conditions apply.</i></p>												
<p>4. What can I do if I am new to Maybank or Maybank Islamic and I do not have any business account with another bank?</p>	<p>You can apply for the business account via <a href="#">Maybank2U Business</a> website and activate it through the MAE app, <a href="#">Maybank2E</a>, or your preferred Maybank branch/business centre.</p> <p>To activate the account online, a First-Party transfer via FPX is required. The business owner can use their personal account to complete the first-party transfer.</p> <p>If you do not have an online banking account with Maybank or any other bank, you will need to visit any Maybank branch to complete the activation.</p>												
<p>5. If I already have an existing business account with Maybank, can I still activate a new business account online?</p>	<p>Online activation, including online verification via eKYC, is only available for customers who do not hold an existing Maybank business account.</p> <p>You will be required to visit a Maybank branch to open a subsequent business account.</p>												
<p>6. What is the minimum initial placement or deposit to activate a business account?</p>	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Account Type</th> <th style="text-align: center;">Initial Deposit Amount</th> </tr> </thead> <tbody> <tr> <td>SME First Account</td> <td style="text-align: center;">RM1,000</td> </tr> <tr> <td>SME First Account-i</td> <td style="text-align: center;">RM1,000</td> </tr> <tr> <td>SME First Investment Account-i</td> <td style="text-align: center;">RM1,000</td> </tr> <tr> <td>Corporate Current Account</td> <td style="text-align: center;">RM2,000</td> </tr> <tr> <td>Current Account-i</td> <td style="text-align: center;">RM2,000</td> </tr> </tbody> </table>	Account Type	Initial Deposit Amount	SME First Account	RM1,000	SME First Account-i	RM1,000	SME First Investment Account-i	RM1,000	Corporate Current Account	RM2,000	Current Account-i	RM2,000
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	Premier Mudharabah Account-i for SME and BB	RM2,000
7. If the system cannot verify my identity during my business account activation, what should I do next?	<p>The minimum initial placement or deposit amount may be revised during promotional periods at any point of time upon the Bank's discretions, subject to prior notice.</p> <p><i>*Terms and conditions apply.</i></p> <p>If the system cannot verify your identity, it is likely due to one of the following two reasons:</p> <ul style="list-style-type: none"> <li>• <b>MyKad or Selfie is not clear during scanning process.</b> If it is not clear, please click retake during the scanning process before proceeding to the next step.</li> <li>• <b>System is not able to match the face on the MyKad or Selfie.</b> You may try to rescan the MyKad or Selfie and ensure that the image captured is as clear as possible and avoid over exposure on the image. If the image is clear but the scanning is still not successful, the system is not able to identify and confirm the identity of the owner of the MyKad and Selfie as the same owner.</li> </ul> <p>If you are unable to activate your account online, please visit any Maybank branch to complete the activation.</p>	
8. How long does it take for the account to be activated and ready for use?	<p>Account will be activated and ready for use immediately within the same day, upon successful activation process.</p> <p>If you activate your account online via the MAE app, you will need to activate Secure2U and wait for the 12-hours cooling period to end.</p>	
9. Is there a monthly fee to maintain the business account?	<p>There are no monthly fees required to maintain the account(s) listed above.</p>	
10. How many withdrawals can I make each month?	<p>You can enjoy unlimited withdrawals each month.</p>	

<b>B. Additional FAQ for Sole Proprietor</b>															
1. Where can I apply for a Maybank business account as a Sole Proprietor?	<p>As a sole proprietor, you can apply for a Maybank business account through the <a href="#">Maybank2U Business</a> website, and complete the activation either via the MAE app or at your preferred Maybank branch/business centre.</p> <p>Only the following Sole Proprietor business accounts can be activated online via MAE app:</p> <ul style="list-style-type: none"> <li>• SME First Account</li> <li>• SME First Account/-i</li> <li>• SME First Investment Account/-i</li> </ul> <p>If you choose online activation, please ensure you have an online banking account to perform a first-party transfer via FPX.</p> <p>For all other Maybank business account types, you will need to complete the activation at your preferred Maybank branch/business centre.</p> <p><i>*Terms and conditions apply.</i></p>														
2. What if I already have the MAE app installed with my individual account, but want to use the same mobile phone for my Sole Proprietor business account?	<p>You can use the same device for both your individual Maybank2U access and your Sole Proprietor business access. Just follow these steps:</p> <ul style="list-style-type: none"> <li>• Unlink your individual MAE account.</li> <li>• Onboard your Sole Proprietorship account in the MAE app (e-KYC).</li> <li>• Relink your individual MAE account.</li> </ul>														
3. What is the minimum initial placement or deposit to open a Maybank business account as a Sole Proprietor?	<p>The minimum initial deposit depends on how you activate your Maybank sole proprietor business account:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2" style="text-align: center;"><b>Account Type</b></th> <th colspan="2" style="text-align: center;"><b>Initial Deposit Amount</b></th> </tr> <tr> <th style="text-align: center;"><i>Online via MAE app</i></th> <th style="text-align: center;"><i>Maybank Branch/Business Centre</i></th> </tr> </thead> <tbody> <tr> <td>SME First Account</td> <td style="text-align: center;">RM100</td> <td style="text-align: center;">RM1,000</td> </tr> <tr> <td>SME First Account-i</td> <td style="text-align: center;">RM100</td> <td style="text-align: center;">RM1,000</td> </tr> <tr> <td>SME First Investment Account-i</td> <td style="text-align: center;">RM100</td> <td style="text-align: center;">RM1,000</td> </tr> </tbody> </table>	<b>Account Type</b>	<b>Initial Deposit Amount</b>		<i>Online via MAE app</i>	<i>Maybank Branch/Business Centre</i>	SME First Account	RM100	RM1,000	SME First Account-i	RM100	RM1,000	SME First Investment Account-i	RM100	RM1,000
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	Corporate Current Account	N/A	RM2,000
	Current Account-i	N/A	RM2,000
	Premier Mudharabah Account-i for SME and BB	N/A	RM2,000
4. In what situations will I be required to visit a Maybank branch if STP fails for my Sole Proprietor account application?	<p>You would need to visit your preferred Maybank branch/business centre if:</p> <ul style="list-style-type: none"> <li>You do not meet the eligibility criteria to open or activate a sole proprietor business account</li> <li>You do not have an online banking account with Maybank or any other bank</li> <li>Your FPX payment or account activation fails</li> </ul>		
5. What happens if the FPX initial deposit is made from a bank account that is not under my name?	<p>You can retry to transfer the initial placement or deposit using another account that is owned by you. You are allowed up to three (3) FPX attempts.</p> <ul style="list-style-type: none"> <li>If you have reached the maximum number of attempts, your new account will not be activated, and you must visit your preferred Maybank branch/business centre within ten (10) working days to complete the activation.</li> <li>Any initial placement or deposit debited from another bank will be refunded to the same account within seven (7) working days from the date the FPX activation fails.</li> </ul>		
6. Does Maybank offer a debit card for Sole Proprietors?	<p>Yes, Sole Proprietors are eligible for the <b>Maybank SME Visa Platinum Debit Card</b>, designed specifically for business owners. It offers seamless business spending, VISA payWave and ATM access convenience.</p> <p>The SME Visa Platinum Debit Card is directly linked to your Sole Proprietor business account, making it easy to manage business payments and reconcile expenses.</p> <p>For more information on the Maybank SME Visa Platinum Debit Card, you may visit the <a href="#">Maybank2U</a> website.</p>		
7. How do I apply for the Sole Proprietor Debit Card?	<p>You can apply for the Maybank SME Visa Platinum Debit Card once your Sole Proprietor business account has been successfully activated.</p> <p>You may do so through any of the following channels:</p>		

	<ul style="list-style-type: none"> <li>• <b>Online</b> via the <a href="#">Maybank2U</a> website or the MAE app.</li> <li>• At your preferred <b>Maybank branch/business centre</b></li> </ul> <p>Once your online application is submitted and successful, the card will be delivered to the address provided within thirty (30) days.</p>
<p>8. When can I apply for the Sole Proprietor Debit Card?</p>	<p>You may apply for the Maybank SME Visa Platinum Debit Card as soon as your Sole Proprietor business account is successfully activated.</p> <ul style="list-style-type: none"> <li>• If you prefer to apply <b>online</b> via the <a href="#">Maybank2U website</a> or the MAE app, you would need to ensure your Secure2U cooling off period ends (up to 12 hours). Secure2U is needed for the Sole Proprietor Debit Card application authorisation.</li> <li>• If you prefer to apply offline at your preferred <b>Maybank branch/business centre</b>, you are able to get your sole proprietor debit card immediately on the spot.</li> </ul>

<b>C. Additional FAQ for Non-Sole Proprietor</b>																					
<p>1. Where can I apply for a Maybank business accounts as a Non-Sole Proprietor (<i>business types listed below</i>)?</p> <ul style="list-style-type: none"> <li>• Partnership</li> <li>• Limited Liability Partnership (LLP)</li> <li>• Private Limited Company (Sdn. Bhd.)</li> <li>• Professional/Club/Association/Society</li> </ul>	<p>As a Non-Sole Proprietor, you can apply for a Maybank business account through the <a href="#">Maybank2E</a> website, and complete the activation either <b>online</b> via the Maybank2E website or <b>offline</b> at your preferred Maybank branch/business centre.</p> <p>If you choose to activate your account online, make sure you already have an online banking account to perform the required first-party FPX transfer. You will also need to download the M2E Global app to complete the eKYC online verification process during activation.</p> <p><i>*Terms and conditions apply.</i></p>																				
<p>2. Which Non-Sole Proprietor business types or legal structures can activate their business account online via Maybank2E.com?</p>	<p>Below are the Non-Sole Proprietor business types or legal structures that can activate their business account online via the Maybank2E website:</p> <ul style="list-style-type: none"> <li>• Partnerships</li> <li>• Private Limited Company (Sdn. Bhd.)</li> </ul> <p>For other Non-Sole Proprietor business types or legal structures, you will need to complete the activation at your preferred Maybank branch/business centre.</p>																				
<p>3. Who is required to perform online verification (e-KYC) via M2E Global app during online activation?</p>	<p>The <b>Partners/Directors/Authorised Signatories</b> of the applicable Non-Sole Proprietor business types (Partnerships and Private Limited Company (Sdn. Bhd.)) would require to perform online verification via M2E Global app.</p>																				
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