

Frequently Asked Questions (FAQ)

Maybank SME Incubation Programme

About the Programme

Q1: What is the Maybank SME Incubation Programme?

A: The Maybank SME Incubation Programme is an initiative designed to nurture and support eligible small and micro enterprises by offering an alternative financing solution through our strategic partner, Funding Societies. It is available to selected applicants who are not eligible for Maybank SME Digital Financing.

Q2: What is the purpose of this programme, and how does it benefit SMEs?

A: The programme aims to provide growth opportunities and financial access to promising SMEs that may not qualify for traditional financing. Through this initiative, selected businesses gain access to micro financing, support tools, and business resources to help them grow and succeed.

Q3: Who provides the alternative financing?

A: Alternative financing is independently offered by **Funding Societies**, Southeast Asia's leading digital financing platform for SMEs. Funding Societies is licensed by the Securities Commission Malaysia.

Q4: What is the relationship between Maybank and Funding Societies?

A: This programme is part of an exclusive collaboration between Maybank and Funding Societies. Together, we aim to support the development and sustainability of micro and small businesses, ensuring no viable business is left behind.

Please note that Malayan Banking Berhad and Maybank Islamic Berhad (collectively "Maybank") are not responsible for the products, services, or financing decisions offered by Funding Societies (FS). You are advised to conduct your own assessment before entering into any agreement with FS, including seeking independent legal or financial advice if necessary. All credit decisions are made solely by FS, and Maybank does not influence or participate in the credit evaluation or approval process.

Q5: What are the benefits of applying for micro financing through Funding Societies?

A: Key benefits include:

- **Quick & Easy Application:** Fully online, paperless, and hassle-free process.
 - **Flexible Financing:** From RM3,000 up to RM200,000, based on your business needs.
 - **Competitive Rates:** Interest/profit rates from 0.8% to 1.5% per month.
 - **Short-Term Tenures:** Repayment/payment terms of up to 18 months.
 - **No Collateral Required:** Unsecured financing to ease your burden.
 - **Shariah-Compliant Options:** Islamic financing available in accordance with Shariah principles.
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Getting Started

Q6: How do I apply for the SME Incubation Programme?

A: Start by applying for Maybank SME Digital Financing [here](#). If your application is not successful but you meet the pre-qualification criteria, Maybank will invite you to join the SME Incubation Programme via email.

Q7: What is the application process like?

A: Just follow these 4 simple steps (A.S.K.S.):

1. **Apply** via Maybank SME Digital Financing.
2. **Submit** your consent form if invited to the programme.
3. **Keep** an eye out for a WhatsApp notification from Funding Societies.
4. **Sail** through the Funding Societies online application process. Funds will be disbursed upon approval and acceptance.

By giving your consent, your data will be shared with Funding Societies in compliance with Personal Data Protection Act (PDPA).

Q8: Will I need to submit additional documents?

A: Yes, Funding Societies may require the following:

- NRIC (Malaysian) or Passport (Non-Malaysian) for all directors
- Latest 6 months' bank statements reflecting at least 80% of business income

Note: Eligibility and approval are subject to Funding Societies' credit assessment. Maybank does not influence the credit decision once the case is referred.

Q9: Can I change my mind after giving consent?

A: Yes. You may withdraw your consent by emailing onlineSMEloan@maybank.com within 3 days of submission. Upon withdrawal, any data shared will be permanently removed and will no longer be processed by Funding Societies.

Q10: Are there any fees associated with Funding Societies Micro Financing?

A: Yes, Funding Societies charges fees such as processing fees, guarantee fees, and late payment charges, which vary depending on whether you choose the Islamic (Micro Financing-i) or Conventional option.

For full details on the fees and charges, please refer to the official Funding Societies FAQ page: [Funding Societies SME Incubation Program Page](#)

Receiving Funds

Q11: How will I receive the approved funds?

A: Once your e-Acceptance and legal documentation are completed, you'll receive an email confirmation from Funding Societies. Funds will then be disbursed into your **active Maybank business account** within 3 working days. If you do not have a Maybank business account, you'll need to open one.

Q12: How can I open a Maybank SME business account?

A: If you're a new customer:

1. Submit your application online. You can choose between:
 - [SME First Account-i \(Islamic\)](#)
 - [SME First Account \(Conventional\)](#)
 2. Your account will be created instantly.
 3. Visit your preferred branch with required documents to activate the account.
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After You Apply

Q13: What additional support will I receive through the programme?

A: Beyond financing, participants will enjoy the following within the first 100 days:

- Welcome Pack (for new Maybank customers)
 - Invitations to SME events for insights and networking
 - Access to SME-focused educational content (articles, videos, etc.)
 - Tailored product recommendations based on your business needs
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Q14: Are there other Maybank solutions available for my business?

A: Yes. You can explore Maybank's **ScaleUp SME Programme**: SME Lite, Up, and Top – tailored to support your business at every stage. This includes access to:

- Bundled products for business expansion
 - Business advisory services
 - Sustainability tools and solutions
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Support & Contact

Q15: Who can I contact for support?

A:

Funding Societies

For matters related to Funding Societies financing

✉ Email: info@fundingsocieties.com.my

☎ Phone: +603 9212 0208 / +603 2202 1013

Maybank

For matters related to SME Incubation Programme & Account Opening

✉ Email: onlineSMEloan@maybank.com

☎ Phone: 1300-80-8668

Q16: Can I visit a Maybank branch for assistance?

A: Yes, you're welcome to visit your nearest Maybank branch for advice or support related to your SME financing needs.