

## **Frequently Asked Questions (FAQs) : Salaam Market**

### **Q1. What is Salaam Market?**

A1. Salaam Market is Malaysia's leading B2B Halal Marketplace to enable buyers to seamlessly procure JAKIM certified Halal ingredients from a wide range of sellers digitally, at transparent, competitive prices.

### **Q2. Is Salaam Market owned by Maybank Islamic?**

A2. No, Salaam Market is owned by Borong. But the initiative is a collaboration between Maybank Islamic and Borong, as the strategic e-commerce partner.

### **Q3. What is Maybank Islamic's role in Salaam Market?**

A3. Maybank Islamic's role in Salaam Market is to connect platform buyers and sellers to Maybank Islamic's financing offerings, Halal Facilitation solution and seamless SME First Account-i opening.

### **Q4. What are the features of Salaam Market?**

A4. Salaam Market provides:-

- (a) Working capital funding via Maybank Islamic
- (b) Verified Halal certification by the Halal authority, for each product sold (Halal certification can be downloaded, if required)
- (c) Bulk purchase capabilities
- (d) Seamless live tracking of buy-sell transactions
- (e) Marketing push capabilities
- (f) Market access abroad

### **Q5. What issue is Salaam Market solving?**

A5. Salaam Market aims to address the following pain points:-

- (a) Procure Halal guaranteed goods seamlessly, digitally
- (b) Verification of product's Halal status
- (c) Competitive pricing for Halal ingredients/products to buyers
- (d) Buyers & sellers may obtain Halal certification via Maybank Islamic's in-house guidance
- (e) Provide working capital funding
- (f) Provide access to local reach & international markets
- (g) Building trust between buyers and sellers
- (h) Provide visibility in a crowded market

### **Q6. Who are the target customers of Salaam Market?**

A6. Small, Medium and Large Enterprises are the key focus.

### **Q7. Is there any fee charging for Salaam Market?**

A7. Yes, there is a minimal charge up to 3% to Sellers, on a per order basis, payable to Borong.

**Q8. What the pre-requisites to register as a seller and buyer on Salaam Market?****A8. (i) Seller**

- (a) Must have a Maybank Islamic Current Account. Conversion from a conventional Current Account to Islamic Current Account can be done seamlessly via account portability of CASA (EVO), without the need to change the account number
- (b) Products listed must be Halal certified
- (c) Register as a seller at [www.salaammarketmy.com](http://www.salaammarketmy.com)

**(ii) Buyer**

- (a) Register as a buyer at [www.salaammarketmy.com](http://www.salaammarketmy.com)

**Q9. When was Salaam Market made available to customers?**

A9. Since August 1, 2024.

**Q10. Can customers located outside Malaysia subscribe to Salaam Market?**

A10. Yes, since November 1, 2025 Salaam Market is also made available to Buyers (referring to companies registered and operating in Singapore )

**Q11. Where can customers get further information on Salaam Market?**

A11. Visit any Maybank and/or Maybank Islamic branches nationwide or contact our Call Centre at:-

- 1-300-88-6688 (local) / 603-78443696 (overseas) or e-mail @ [mgcc@maybank.com.my](mailto:mgcc@maybank.com.my)
- You may also send your queries to Maybank Islamic's Halal Team @ [halal@maybank.com](mailto:halal@maybank.com) or contact 03-22958888 (extension 3741 / 8902).