

Financio Auto Bank Reconciliation with Maybank FAQ

- **Who is Financio?**

Financio is a cloud-based accounting software designed for small and medium-sized businesses (SMEs) to manage their finances efficiently. It offers features such as automated bookkeeping, invoicing, bank integration, and tax reporting. Financio aims to simplify accounting processes, making it accessible even for business owners with limited accounting knowledge. It's popular for its user-friendly interface and integration with various banks and third-party apps, helping businesses streamline their financial operations.

- **What are the benefits of linking your Maybank business account with Financio Accounting?**

Save Time. Enabling you to gain real-time insights into your cash flow.

- **When can I begin using Financio Accounting after a successful sign-up?**

Our dedicated customer support team will reach out to you within the next 1-2 business days to provide detailed guidance on onboarding Financio and connecting your Maybank account.

- **How can I receive support if I encounter any issues with Financio?**

When you log into your Financio Accounting account, you'll find the "Live Chat" support button conveniently located at the bottom left. We also offer premium support via phone and email. Financio team support from Monday to Friday, 9am -5pm.

- **Is there a cost associated with linking a Maybank account to Financio for bank integration?**

Maybank customers can enjoy a special package offer. [Click here](#) to learn more about the plan.

- **How secure is linking my Maybank accounts to Financio?**

Maybank and your accounting service provider work together to ensure your data is transmitted safely and securely using systems audited regularly to comply with industry standards. Here's how:

- Data encryption: Maybank and your accounting partner use secure systems to transmit your data. These systems are regularly audited to meet the highest industry standards.
 - Multi-factor authentication: You'll need to log in securely with your Maybank username and password, followed by Secure2u verification for an extra layer of protection.
 - Backend checks: Additional security measures are in place from the backend to verify your identity.
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- **Do I need to manually request my latest bank transactions to be updated in my Financio account?**

Once successfully linked, the accounting service provider will receive transaction records for the last 90 days from Maybank, up to T-1 day at 10.30am daily.

- **Can I unlink my account(s)?**

Yes. You may unlink your accounts any time, via either Maybank's or your accounting service provider's platform. Note that unlinking your account will mean you have to go through the linkage journey again if you'd like to continue using the bank auto reconciliation feature.

- **Any T&C apply?**

Click [here](#) to find out more.