

# **SME Digital Financing Campaign 2026**

## **Frequently Asked Questions (FAQ)**

This FAQ provides customer-friendly information about the campaign. For full details, please refer to the official Terms & Conditions (T&Cs) available on the Campaign Promo page.

### **1) What is Maybank QRPay Soundbox?**

Maybank QRPay Soundbox is a device that notifies businesses of successful payments received via Maybank QRPay. Upon receiving a DuitNow QR payment, the Soundbox announces the transaction amount in the selected language and displays it on its screen. For more details, please visit: [Maybank QRPay Soundbox](#).

### **2) What is Maybank SME Partner Tools?**

Maybank SME Partner Tools is a suite of digital business tools and partner services offered by Maybank Malaysia to help SMEs manage operations more efficiently, including accounting and e-invoicing software, HR & payroll systems and payment/QR solutions. To learn more, please visit [Maybank SME Partner Tools](#).

### **3) What is this campaign about?**

The campaign offers:

- One (1) promo code worth RM199.90 to purchase the Maybank QRPay Soundbox (“Soundbox”), limited to the first five hundred (500) Eligible Customers on a first-come-first-served basis; and
- Up to six (6) months of complimentary subscription to Maybank SME Partner Tools, including Autocount, Bukku, Financio, SQL, Kakitangan and Mesinkira, subject to the terms and conditions of the solution partner.

### **4) What is the Campaign Period?**

The campaign runs from 9 February 2026 to 31 March 2026 (both dates inclusive), unless extended or terminated earlier by Maybank.

## 5) Who is eligible to participate?

“Eligible Customers” are:

- i. New or existing Maybank customers who receive financing approval under Maybank SME Digital Financing, with the approved amount successfully disbursed into their Maybank Business Current Account/-i during the Campaign Period; and
- ii. Customers who have provided consent to receive promotion codes for reward redemption.

## 6) How do I participate?

Step 1: Apply for Maybank SME Digital Financing via Maybank2U

Step 2: If eligible, you will receive an email notification with redemption details

## 7) Are there any fees involved?

Delivery charges for the QRPay Soundbox and standard subscription fees for business tools may apply unless otherwise stated in the campaign offer.

## 8) How and when will I receive my reward?

- a. You will receive a notification email at your registered email address with Maybank.
- b. You must confirm your interest via the URL link provided in the email.
- c. The promo code for the QRPay Soundbox will be sent within fifteen (15) to twenty (20) working days after Maybank receives your confirmation.
- d. To redeem, you must purchase the QRPay Soundbox via Sama-Sama Lokal on the MAE app and apply the promo code at checkout.
- e. Promo code is valid only for Soundbox models sold by Naga Plus Resources (Reg. No.: 202001041701) under the product name: **SME Digital Soundbox Offer (Campaign-exclusive)**.
- f. Delivery and setup of the Soundbox will be handled solely by Naga Plus Resources. Delivery charges vary and shall be borne by you.
- g. The installation period is up to ten (10) working days, subject to stock availability and installation location.
- h. Promo codes must be redeemed on or before 30 April 2026. Expired promo codes will not be replaced, extended or reissued.
- i. For SME Partner Tools, the respective solution partner will contact you via telephone to confirm your interest and to guide you through the registration and onboarding process.

### 9) Is there a cap on the QRPay Soundbox promo code?

Yes. The QRPay Soundbox promo code is limited to the first 500 Eligible Customers on a first-come, first-served basis. Once the cap is reached, no additional promo codes will be issued.

### 10) What languages does the Soundbox support?

The Soundbox supports Bahasa Malaysia, English, and Mandarin. You can choose your preferred language during checkout. In addition, you can change the language at any time by pressing and holding the volume down button for about 5 seconds.

### 11) Who can I contact for technical support?

Maybank does not provide technical support for the QRPay Soundbox. For assistance, please contact the vendor:

#### **Naga Plus Resources Customer Care**

 +6017 8692 638

 9am-6pm (Mondays to Sundays)

 [soundbox@nagaplus.my](mailto:soundbox@nagaplus.my)

### 12) Where can I read the full Terms & Conditions?

The full T&Cs are available on the **Campaign Promo page**. In case of inconsistency, the T&Cs prevail over the FAQ.

### 13) How do I sign up or learn more?

Visit the **Campaign Promo page** or contact:

 [onlineSMEloan@maybank.com](mailto:onlineSMEloan@maybank.com)

 1300-80-8668

Note: This FAQ is intended as a general guide. The official T&Cs will govern this campaign and prevail in the event of any inconsistency.