



Terms & Conditions of Bank Feed Service

Updated as of 9 July 2025

Please read these Terms and Conditions carefully as they apply to, and regulate the linking of your Maybank Digital Platform account for the purposes of information and data transmission of your payments, transactions, other related data and information, to the Partner Platform through this Bank Feed Service (**"Bank Feed Service"**). These Terms and Conditions highlight your responsibilities, the operations and possible risks in using this Bank Feed Service provided by Maybank.

By agreeing to or utilising this Bank Feed Service, you agree to be bound by these Terms and Conditions and any decisions made by Maybank shall be final, conclusive and binding.

This Bank Feed Service involves the transfer of information and data of you or your Maybank Digital Platform account(s) to the Partner Platform, and shall be governed by these Terms and Conditions, as well as the Terms and Conditions Governing Banking Accounts (Conventional or Islamic, as the case may be) and any other applicable terms and conditions relating to this Bank Feed Service without limitation or qualification.

Your continued use of this Bank Feed Service subsequent to any such revision means that you have accepted the changes. If you choose **NOT** to accept these Terms and Conditions and/or any of its revisions, please do **NOT** proceed and immediately discontinue using this Bank Feed Service.

1.0 The following definitions apply unless otherwise stated:

- 1.1 "Bank Feed Service"** is described in Clause 3.1.
- 1.2 "Bank Transaction Feed"** is described in Clause 3.1(i).
- 1.3 "Maybank"** means Malayan Banking Berhad (Registration. No. 196001000142) and Maybank Islamic Berhad (Registration No. 200701029411).
- 1.4 "Maybank Digital Platform"** refers to Maybank's online banking platforms including but not limited to Maybank2u, Maybank2u Biz and M2E.
- 1.5 "Secure2u"** refers to a Maybank feature that provides a safer and quicker way to approve your Maybank Digital Platform transactions and/or instructions. This security feature comprises the following authentication and approval methods:
 - i. **"TAC"** refers to the Transaction Authorisation Code, a unique 6-digit code that provides an additional layer of identity authentication before you are allowed to continue with a transaction. You need to verify the transaction using the code sent to your registered mobile number with Maybank; and
 - ii. **"Secure Verification"** refers to a push notification alert you receive on your



smartphone (the device on which you registered for Secure2u), as defined on the Maybank website:

(https://www.maybank2u.com.my/maybank2u/malaysia/en/personal/services/digital_banking/secure2u.page). You will have to tap on the push

notification to view your Secure Verification, to either 'Approve' or 'Reject' the transaction and/or instruction.

1.6 **"Partner Platform"** refers to the web or app interface of any Partner offering this Bank Feed Service.

1.7 **"Partner"** means the accounting software supplier of the Partner Platform.

1.8 **"Reconciliation"** means the process of comparing and matching account transactions recorded on the Partner Platform with the transaction records of the same account maintained on the Maybank Digital Platform.

2.0 Eligibility

2.1 This Bank Feed Service is available to customers who are sole-proprietors, partnerships, professionals, private limited companies (Sdn Bhd), clubs, societies and associations, who are registered users of the Maybank Digital Platform with at least one (1) active Maybank Digital Platform account, including but not limited to, a current or savings account.

2.2 You must also be a registered participant of the Partner Platform in the capacity of a subscriber or user.

3.0 The Service

3.1 **"Bank Feed Service"** refers to the linking of your selected Maybank Digital Platform account(s) to the Partner Platform for the purposes of:

- i. The **"Bank Transaction Feed"**, which is the periodic provision and transmission of information and data of you or your Maybank Digital Platform account(s) to the Partner Platform relating to this Bank Feed Service including but not limited to your identity, bank account information, transaction data, payment limit, transaction type, account number, transaction timestamp, transaction description and such other information and/or documents pertaining to your use of this Bank Feed Service; and
- ii. Reconciliation of your selected account on the Partner Platform with your linked Maybank Digital Platform account(s).

3.2 By subscribing to and utilising this Bank Feed Service, you authorise, consent, permit and instruct the Bank to:



- i. link your Maybank Digital Platform account to the Partner Platform for the main purpose of Reconciliation (as mentioned in Clause 3.1(ii), to be performed within the definition of Bank Feed Service) to be performed by the Partner on the Partner Platform;
- ii. perform auto-renewal of linkage (as per Clause 3.1) once validity of the existing linkage expires (expiry after three hundred and sixty-five (365) days);
- iii. act upon and give effect to any instruction, including auto-renewal of account linkage, from the Partner Platform and/or Partner without further confirmation, validation or verification whether from you, the Partner or any third party; and
- iv. share, disclose, make available or transmit any information or data of you or your Maybank Digital Platform account to the Partner Platform that is necessary for the purposes of performing this Bank Feed Service or for investigating a claim or dispute arising out of or in connection with this Bank Feed Service or these Terms and Conditions.

4.0 Your Obligations

- 4.1** Any matter or dispute between you and the Partner or anything related to the Partner Platform shall be resolved between you and the Partner.
- 4.2** You acknowledge and agree that all information and data generated and transferred, both as a result of or arising from this Bank Feed Service, will be kept and used by the Partner and Maybank, where Maybank will not be liable for any losses, damages, claims, liabilities, costs or expenses arising from such actions by the Partner.
- 4.3** You acknowledge and agree, at your own volition, to be bound by all the Partner's terms of service which may include, but are not limited to the Partner's use and storage of your account or personal data arising from this Bank Feed Service or Reconciliation as performed on the Partner Platform, such that Maybank will not be held responsible or liable for any losses or damages that you may claim in the future.

5.0 Taxes and Duties

- 5.1** You are responsible for determining whether any taxes or duties apply to the Bank Feed Service and to collect, pay or remit the correct tax or duty to the appropriate tax or duty authority. Maybank is not under any obligation to determine, collect or remit the applicable taxes or duties from the Bank Feed Service.



6.0 Limitation of liability

- 6.1** Your use of the Partner's and Partner Platform's products and services is at your sole discretion and risk. You agree and acknowledge that Maybank is not responsible or liable in any way and make no representations or warranties of any kind with respect to:
- i. the Partner and the Partner Platform; and
 - ii. your use of the Bank Feed Service and the Partner Platform.
- 6.2** Except as otherwise expressly stated in these Terms and Conditions and to the extent permitted under the laws and regulations (which includes any guidelines, circulars or rules issued by relevant governing bodies), Maybank expressly disclaims liability with respect to:
- i. any delays, failure or error in your use of the Bank Feed Service or the Partner Platform (unless it's due to Maybank's fraud, gross negligence or willful misconduct);
 - ii. any loss of profits, loss of business, loss of use, loss of goodwill, loss of savings or other consequential, special, incidental, indirect, exemplary or punitive damages suffered by you due to your use of the Bank Feed Service or the Partner Platform; and/or;
 - iii. any loss of or damage to your data, software, equipment, network access or other equipment used to access Bank Feed Service or the Partner Platform.
- 6.3** You agree to release Maybank (and our officers, directors, agents, subsidiaries, and employees) from any and against all claims, actions, losses, demands, costs, expenses and damages (actual and consequential) that you may incur or suffer arising out of or in any way connected with any dispute between you and the Partner.
- 6.4** You shall indemnify, protect, defend and hold harmless Maybank (and our officers, directors, agents, subsidiaries, and employees) from and against any and all losses, damages, claims, liabilities, costs or expenses arising out of, involving or in connection with the Bank Feed Service unless they are due to Maybank's fraud, gross negligence or willful misconduct.

7.0 Other Terms

- 7.1** You shall observe all security measures prescribed by Maybank at all times to keep your online banking safe and to avoid becoming victims of e-banking fraud. These security measures include but not limited to the following measures:



- i. You are not to disclose your access identity and codes such as your username, password, security image, security phrase and TAC in relation to your Maybank Digital Platform to any other person via any unsolicited emails or calls. They are to be kept private and confidential at all times.
- ii. In the event of any breach or negligence on your part in safeguarding the above, you will be held liable for the losses of funds or personal data incurred.

7.2 Maybank may at any time suspend or terminate your use of the Bank Feed Service if you are suspended or terminated from the Partner Platform, if there is breach or potential breach of these Terms and Conditions, laws and regulations by you, or to maintain the security of the Bank Feed Service.

7.3 If you cease to maintain your Maybank Digital Platform account or cease to participate on the Partner Platform, your use of the Bank Feed Service shall be automatically terminated.

7.4 For matters or disputes relating to the Partner Platform including the transmission of information or data, not limited to the Bank Feed Service, disputes with the Partner, or suspension or termination from your participation on the Partner Platform, please contact the Partner directly.

7.5 Notwithstanding and without prejudice to the generality of the clauses in these Terms and Conditions, you expressly agree that the use of or subscription to this Bank Feed Service comes at your own risk and you shall assume all risk incidental to or arising out of the use of this Bank Feed Service.

7.6 You are solely responsible in undertaking to understand, and agree to be bound by, all the Terms and Conditions as set out by the Partner and the Partner Platform, so that Maybank will not in any way be held nor ever hold any duty, obligation or responsibility to you to explain any rights and obligations as contained within those terms and conditions as provided by the Partner and Partner Platform.

8.0 General Terms and Conditions

8.1 Maybank shall not be responsible or held liable in respect of technical failures of any kind whatsoever, intervention, interruptions, and/or electronic or human errors in the administration and/or processing of the transaction performed via the MAE app, Maybank2u Biz, Maybank2u, or Maybank2e provided the same is not caused by Maybank.

8.2 Maybank reserves the right to withdraw, cancel, suspend, extend or terminate this Bank Feed Services in whole or in part and reserves the right to modify any of the Terms and Conditions contained herein, from time to time by giving at least



minimum of twenty-one (21) days (“day” shall have the same meaning as calendar day) prior notice thereof, the notice of which shall be posted through Maybank2u website at www.maybank2u.com.my or through any other channel determined appropriate by Maybank. It shall be your responsibility to be informed of or otherwise seek out any such notice validly posted.

- 8.3 You agree to access the Maybank2u website at www.maybank2u.com.my on a regular basis to view the Terms and Conditions herein and seek clarification from Maybank should any of the Terms and Conditions be not fully understood.
- 8.4 By subscribing to and utilising this Bank Feed Service, you agree to be bound by the Terms and Conditions herein and agree and consent to allow your personal data being collected, processed and used by Maybank in accordance with the Maybank Privacy Statement, which may be viewed on www.maybank2u.com.my (“Maybank’s Privacy Statement”) and the PDPA Form for Individual Customers.

In addition and without prejudice to the terms in the Maybank’s Privacy Statement and the PDPA Form for Individual Customers, you agree and consent to your personal data or information being collected, processed and used by Maybank for:

- i) the purposes of the Bank Feed Service; and
- ii) marketing and promotional activities conducted by Maybank, including but not limited to any form of advertising or publicity media and materials such as audio and/or visual recordings published through newspapers, television networks, radio stations or online and digital media and on the Internet. Marketing and promotion activities include without limitation the use and/or publication of any details provided in and/or in connection to the entries, interviews material as well responses and related photographs. In this regard, you agree to co-operate and participate in all advertising and publicity activities of Maybank in relation to the Bank Feed Service.

*Note: “PDPA” refers to Personal Data Protection Act (2010).

- 8.5 Maybank and its officers, servants, employees, representatives and/or agents (including without limitation, any third party service providers engaged by Maybank for the purposes of this Bank Feed Services) shall not be liable to you for any direct, indirect, special or consequential loss or damage (including but not limited to, loss of income, profits or goodwill) arising from or in connection with this Bank Feed Services unless caused by any gross negligence or omission by Maybank.
- 8.6 Maybank shall not be liable for any default of its obligation under this Bank Feed Services due to any force majeure events which include but not limited to acts of God, civil commotion, acts of war, strike, riot, lockout, industrial action, fire, flood, drought, storm, epidemic and pandemic or any events and circumstances of whatever nature beyond the reasonable control of Maybank.



- 8.7 Maybank may suspend or terminate the use of the Bank Feed Service if you do not comply with the Terms and Conditions stated herein and/or is found or suspected to be tampering with the Bank Feed Service and/or its process or the operations of this Bank Feed Service which includes fraudulent activities involving any act of deceit and/or deception and/or cheating with regards to the Bank Feed Service.
- 8.8 These Terms and Conditions shall be governed by the laws of Malaysia and you consent to and submit to the exclusive jurisdiction of the Courts of Malaysia.

For information, enquiries, feedback and/or complaints related to the Bank Feed Service, please contact Maybank's Group Customer Care hotline at 1300-88-6688 or email mgcc@maybank.com.my.