

Simplified GrabPay Wallet top-up (under RM250)

Frequently Asked Questions (FAQ) as of 9 December 2019

1. What is this service?

Simplify your GrabPay Wallet top-up by linking it to your Maybank account. Once linked, you can top up your GrabPay Wallet easily without entering your Maybank2u username, password and Transaction Authorisation Code (TAC), as long as the top-up amount is less than your set daily limit (up to RM250).

2. Who is this service available for?

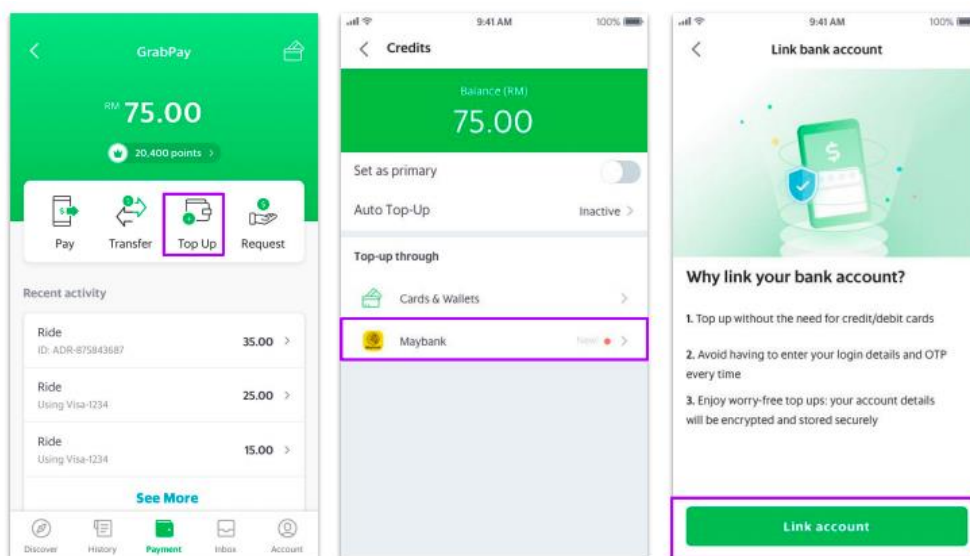
All GrabPay Malaysia and Maybank Malaysia customers who have a GrabPay Malaysia account and/or one of the Maybank accounts below:

- a. Savings Account/-i
- b. Current Account/-i
- c. MAE Account

To top up more than RM250, go back to the top up page on the Grab App, and choose to top up with 'Maybank (One-time top-up)' under the 'Online Banking' option instead.

3. How do I link my Maybank2u account to Grab?

On the Grab App



Step 1: Tap on "Top Up"

Step 2: Tap "Maybank"

Step 3: Tap "Link Account"

You will be redirected to continue on Maybank2u.com.my

Step 4: Enter your Maybank2u username

Step 5: Tap “YES” if it is your secure image and secure phrase

Step 6: Enter your password and tap “LOGIN”

Step 7: Choose your Maybank2u account to link with Grab and set how long you want this setting to last. Then, enter a daily transaction limit of up to RM250.00

Step 8: Review your settings and tap “Request TAC”

Step 9: Enter the 6-digit Transaction Authorisation Code delivered to your mobile number

Step 10: Once your account is linked, you will be redirected back to the Grab App

5. How long does it take to link my Maybank account with my GrabPay Wallet?

The linkage is instant and once you are redirected back to the Grab App, you will be able to use your Maybank account to top up your GrabPay Wallet.

6. What is a daily limit?

The amount that you enter as your daily limit (minimum RM10.00 and up to a maximum of RM250.00) will be the maximum to how much money can be debited from your chosen Maybank account to Grab on a daily basis. If you have exceeded the limit set (e.g. if you want to top up another RM500.00 in a single day), subsequent transactions will not be successful.

A sample scenario of the daily limit, if the limit is set to RM250, is illustrated below:

Transaction	Top-up amount	Your cumulative daily limit that has been used	Transaction summary
1 st top-up of the day	RM249.00	RM249.00	Successful
2 nd top-up of the day	RM500.00	Limit exceeded	Failed

7. What is the access expiry duration for?

To ensure your security, this payment access will expire after a period of time.

Choose from a duration of 3, 6 or 12 months that you would like this payment access to be valid for and it will expire after the duration ends. For example, if you set up your payment access on 1 January 2020 at 1:00PM and set it to expire in 12 months, it will expire on 1 January 2021 at 1:00PM.

8. What happens after my payment access with Grab expires?

You can renew your payment access on the Grab App or via

www.maybank2u.com.my. Don't worry, Grab will send you a reminder 30 days before it expires. If you do not wish to renew this service, it will discontinue on its

own after the expiry date and you will need to login to Maybank2u as usual to top up your GrabPay Wallet.

9. Where which mobile number will the TAC be delivered to?

The 6-digit TAC will be delivered to the mobile number that is registered with your Maybank2u.

10. I did not receive the TAC, what should I do?

If you did not receive the 6-digit TAC, please check your mobile connectivity to see if you have enough mobile coverage in your area. If you are still facing this issue, request another TAC. If it is not resolved, please contact Maybank's customer care team at 1-300-88-6688. Please do NOT share this TAC with anyone else.

11. I have already linked my Maybank account to Grab but the transaction cannot go through. What should I do?

Please check if you have enough money in your Maybank account. If the issue still persists, please take note of the error message on the app and contact Grab's customer support hotline at 1-300-80-5858.

12. I noticed a suspicious transaction conducted on my Grab account. What should I do?

Immediately contact Grab's customer support hotline at 1-300-80-5858 to block your account and Grab will investigate the issue. Then login to your Maybank2u account and remove the payment access.

On the Maybank2u Website

Step 1: Login to www.maybank2u.com.my

Step 2: Tap on "Settings"

Step 3: Tap on "Pay & Transfer"

Step 4: Tap on "Linked Accounts"

Step 5: Tap "Remove" and you're done

13. I want to remove this payment access, what should I do?

On the Maybank2u Website

Step 1: Login to www.maybank2u.com.my

Step 2: Tap on "Settings"

Step 3: Tap on "Pay & Transfer"

Step 4: Tap on "Linked Accounts"

Step 5: Tap "Remove" and you're done

On the Grab App

Step 1: Launch the Grab App

Step 2: Tap on "Payment"

Step 3: Tap on "Settings" icon at the top right hand corner

Step 4: Tap on "Payment Methods"

Step 5: Tap on "Maybank"

Step 6: Tap on "Unlink and Delete" at the bottom and you're done

14. Can I turn off this payment access for a short period of time?

Yes, you can do it via the Maybank2u website.

On the Maybank2u Website

Step 1: Login to www.maybank2u.com.my

Step 2: Tap on "Settings"

Step 3: Tap on "Pay & Transfer"

Step 4: Tap on "Linked Accounts"

Step 5: Tap on the "EDIT" icon

Step 6: Tap on the toggle to deactivate this payment access. It is considered deactivated when the toggle is grey in colour.

15. I want to edit my daily limit, what should I do?

On the Maybank2u Website

Step 1: Login to www.maybank2u.com.my

Step 2: Tap on "Settings"

Step 3: Tap on "Pay & Transfer"

Step 4: Tap on "Linked Accounts"

Step 5: Tap on the "EDIT" icon

Step 6: Edit the amount to a maximum of RM250.00

Step 7: Tap "UPDATE" and you're done

16. I want to change my Maybank2u account that is linked to Grab, what do I do?

On the Maybank2u Website

Step 1: Login to www.maybank2u.com.my

Step 2: Tap on "Settings"

Step 3: Tap on "Pay & Transfer"

Step 4: Tap on "Linked Accounts"

Step 5: Tap on the "EDIT" icon

Step 6: Choose which Maybank account to be linked

Step 7: Tap "UPDATE" and you're done

17. How do I renew my payment access to Grab?

You can renew your payment access on both www.maybank2u.com.my and on the Grab App.

On the Maybank2u Website

- Step 1: Login to www.maybank2u.com.my
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap on "RENEW"
- Step 6: Set your payment settings and tap "RENEW"
- Step 7: Confirm the transaction and you're done

On the Grab App

- Step 1: Tap on "Top Up"
- Step 2: Tap on "Maybank"
- Step 3: Enter your Maybank Username
- Step 4: Verify your secure image and secure phrase
- Step 5: Enter your password
- Step 6: Choose your Maybank account to link with Grab and set how long you want this setting to last. Then, enter a daily transaction limit of up to RM250.00
- Step 7: Review your settings and tap "Request TAC"
- Step 8: Enter the 6-digit TAC delivered to your mobile number
- Step 9: Once your account is linked, you will be redirected back to the Grab App