

## PRODUCT DISCLOSURE SHEET

Kindly read this Product Disclosure Sheet before you decide to open the MAE. Be sure to also read the MAE Terms and Conditions.

**MAYBANK MAE  
OCTOBER 2020**

### 1. WHAT IS THIS PRODUCT ABOUT?

MAE is an e-wallet offered by Maybank and its authorized manager, Maybank Islamic, which a customer may open via Maybank Mobile Banking Application, without visiting our branch. Customer is able to bank instantly upon sign up. Each customer can only have one MAE.

Customer is advised to create the e-wallet using actual information including Name (as per MyKad/Passport), MyKad/Passport Number, Mobile Number, Address, Employment Details and Email. Customer is required to perform and pass e-KYC authentication during MAE opening process.

Maybank reserves the right to close/freeze any MAE at any time if any suspicious or incorrect information is discovered. To reactivate the MAE, customer will be required to undergo a Customer Due Diligence at any of our branch to validate his or her identity.

**Note:**

Not protected by PIDM.

**Funding option:**

1. For existing Maybank customer:

Customer can fund their MAE using their existing Maybank Savings or Current Account, or via any Maybank Smart Recycler Machines (SRM). Customer can also perform Online Transfer (Third Party Transfer or Interbank Transfer) from other account.

2. For new to Maybank customer:

Customer can fund their MAE via any Maybank Cash Deposit Machine, Debit Card or via Maybank2u Mobile Application using Financial Exchange Process (FPX). Customer can also perform Online Transfer (Third Party Transfer or Interbank Transfer) from other account.

**Functions available using MAE:**

- i. Top Up / Funding
- ii. Request Money
- iii. Send Money
- iv. Split Bill
- v. Purchase Flight tickets
- vi. Bill Payments
- vii. Mobile Prepaid Reload
- viii. QR Pay
- ix. MyQR(P2P transfer)

MAE comes with an account number and virtual card (for new bank customer only). No profit will be earned from this MAE account. Customer can also open an additional full-fledge account by visiting any Maybank branch and getting a Debit Card.

For full product disclosure on MAE Visa Debit Card, please refer:

[https://www.maybank2u.com.my/iwov-resources/pdf/personal/cards/debit\\_cards/PDS\\_VisaDebit.pdf](https://www.maybank2u.com.my/iwov-resources/pdf/personal/cards/debit_cards/PDS_VisaDebit.pdf)

### 2. WHAT IS THE SHARIAH CONTRACT APPLICABLE?

MAE is an e-Wallet that will be opened with Maybank and managed by Maybank Islamic. The Shariah contract applicable is Wakalah.

Wakalah is an agency contract whereby you appoint Maybank Islamic to act as your payment agent for transactions using MAE .

Maybank Islamic shall at all time be the non-exclusive agent to you in providing services related to MAE

You must use MAE solely for Shariah compliant purposes including but not limited to purchasing goods and services, bill payments, QR payments and any other transactions that may be determined by us from time to time.

### 3. WHAT DO I GET FROM THIS PRODUCT?

- Use instantly upon account opening
- Make payments via QR Pay
- Perform online shopping using the virtual card
- Perform contactless payments via Samsung Pay using virtual card or physical card
- Flexibility to top up the account via Cash Deposit Machine, Debit Card or Financial Processing Exchange (FPX)
- Instant Bill Payment and Prepaid Reload
- Send money to any of your friends
- Request money from any of your friends
- Split Bill with any of your contacts
- Purchase Flight Tickets
- MAE Visa Debit Card (optional application), otherwise known as MAE card.

### 4. WHO IS ELIGIBLE TO APPLY FOR THIS PRODUCT?

- Age 12 years old and above
- Malaysian and non-Malaysian
- Subject to bank's internal screening process
- For MAE Visa Debit card, customer below the age of 18 years old is allowed to apply subject to parent or legal guardian consent.

### 5. WHAT ARE THE FEATURES OF THIS PRODUCT?

- Maximum balance at any time of RM4,999.99. For customer that have applied and activated their MAE Visa Debit Card, the maximum balance will be upgraded to RM10,000.00
- Monthly transaction below RM5,000.00. For customer that have applied and activated their MAE Visa Debit Card, the maximum monthly transaction amount will be upgraded to RM10,000.00
- Minimum RM10.00 funding is required upon creation of new MAE for existing Maybank/Maybank Islamic customers
- Monthly transaction limit (any debiting transaction) of RM5,000.00
- Maximum accumulated RM60,000.00 transaction amount per calendar year.
- For customer that have applied and activated their MAE Visa Debit Card, their maximum monthly transaction limit will be increased to RM10,000.00 and accumulated annual transaction amount will be increased to RM120,000.00.
- NFC payment via Samsung Pay (for phone that support NFC payment only)
- Each over the counter transaction via any Maybank branch will incur additional RM5.00 fee on top of any existing fee (if any)
- All MAE will be provided with e-Statements only (monthly)
- New bank customer will be automatically enrolled for Secure2u.
- Mobile reload maximum RM500.00 per day
- Split Bill request will automatically expire after 30 days
- Request Money will automatically expire after 5 days
- To perform Send Money, customer will be required to perform a Simplified CDD as required by Malaysia regulations
- Account with zero balance will be auto closed after 90 days if there is no activity from the account opening date.
- No cheque facility for this account.
- Perform QRPay to Maybank QRPay merchant
- Make Bill Payment or Mobile Reload via Mobile Application
- Each MAE customer will get an account number and a virtual debit card
- Customer can perform the following using the account number (you can retrieve your account number in Profile setting)
  - Top up via Cash Deposit Machine
  - Third Party transfer from other bank account via Maybank2u

➤ Interbank Giro or Instant Transfer from other bank

## 6. WHAT ARE THE FEES AND CHARGES I HAVE TO PAY?

Annual Fee	No annual fee
MAE Visa Debit Card Annual Fee	RM8.00
Top Up via CDM	Free of Charge
Top Up via FPX	Free of Charge
Top Up via Debit Card	Free of Charge
Card Replacement Fee	RM12.00 for each replacement Card
Over-the-Counter Fee	RM5.00 (waive until further notice)
Request for duplicate statements	a) Within 1 year from Original Statement Date: RM1.00 per page plus RM10.00 per request b) More than 1 year from Original Statement Date: RM1.00 per page plus RM20.00 per request

**Note:** We will communicate to you at least 21 calendar days prior to the effective date of implementation if there are any changes in fees and charges that is applicable to MAE.

## 7. WHAT DO I NEED TO DO IF THERE ARE CHANGES TO MY CONTACT DETAILS?

It is important that you inform us of any change in your contact details to ensure that all correspondences reach you in a timely manner. To update your contact details, you may reach us via one of the following channels:

Tel	1-300-88-6688
Email	<a href="mailto:mgcc@maybank.com.my">mgcc@maybank.com.my</a>

## 8. WHAT ARE MY OBLIGATIONS?

You must take all reasonable precaution to prevent loss or theft of the MAE card. You shall notify us by telephone or email immediately upon discovery of lost or theft and confirm the same in writing to us.

You must check the MAE statement and report any discrepancy without undue delay.

## 9. WHERE CAN I GET FURTHER INFORMATION ON THIS PRODUCT?

Please visit [www.maybank2u.com.my](http://www.maybank2u.com.my) for more information.

For reporting on fraudulent transactions or any other inquiries, you may contact us below.

Maybank Group Customer Care  
Tel: 1 300 88 6688  
E-mail : [mgcc@maybank.com.my](mailto:mgcc@maybank.com.my)

If your query or complaint is not satisfactory resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at Blok D, Bank Negara Malaysia  
Jalan Dato' Onn  
50480 Kuala Lumpur  
Tel: 1 300 88 5465  
email: [bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)