

Pass It Ong

FREQUENTLY ASKED QUESTIONS

1. What is e-Angpao?

E-Angpao is a simple and convenient way to send money gifts from your savings/current/MAE account to anyone with MAE e-wallet or any existing Maybank2u accounts via the Maybank2u app. Send e-Angpao or donate to MaybankHeart with a minimum amount of RM5 and you will receive a chance to play Jewel Rush!

2. Are there any charges for using e-Angpao?

No, there are no charges for sending or receiving e-Angpao.

3. How do I send e-Angpao?

There are 2 ways to send e-Angpao:

- **via MAE e-wallet**

It's easy no matter where you are! Just launch your MAE e-wallet, select your recipient from your contact list and send away.

- **via QRPay**

No more having to ask for recipient's account number. Just launch QRPay, scan the recipient's QR code and you are all set.

4. How to receive the e-Angpao sent to me?

The e-Angpao will be credited to your account instantly, as long as you are a registered user of Maybank2u or MAE e-wallet.

5. I have just sent an E-Angpao, but why is my money not deducted yet?

If your Recipient does not have a Maybank account, your money will not be deducted until he/she has successfully opened an account. The fastest and easiest way to own an account is by register for MAE e-wallet from the Maybank2u App.

6. Why do I keep getting error while sending an e-Angpao?

If you receive an error and couldn't send e-Angpao, you might have insufficient balance in your account or your recipient account balance has reached the maximum limit of RM4,999.99.

7. What is the maximum limit to send an e-Angpao?

You can send up to RM2,999.99 per time via MAE e-wallet and up to RM1,000 per day via QRPay.

8. Is there a maximum amount to receive the e-Angpao?

The Recipient can receive as many e-Angpao throughout the campaign period. However, for MAE e-wallet users, you will not be able to receive it if your account balance exceeded RM4,999.99.

9. I have received an e-Angpao. When is the last date to redeem it?

You can redeem the e-Angpao at any time within the campaign period, which is from now till 15th February 2019. To redeem the e-Angpao, open a MAE account on the Maybank app.

10. I've sent the e-Angpao to a wrong number via MAE. What should I do?

Please ensure the mobile number saved in your phone's contact list is the intended recipient's mobile number, as MAE will browse through your contacts for mobile numbers that are already signed up for MAE.

11. How many times can I donate to MaybankHeart?

There's no limit to how many times you can donate. Additionally, the minimum amount of donation is as low as RM0.01, while the maximum amount depends on your Internet Banking Transfer Daily Limit.

12. If I do not have any account with Maybank, how do I receive e-Angpao via Maybank App?

It's easy! You just need to download the Maybank app and open a MAE account. Upon successful MAE account opening, the e-Angpao sent to you will be immediately credited into your MAE account.

13. Is there any criteria to open up a MAE account?

For you to open up a MAE account, you must be;

- I. Age 12 and above
- II. Malaysian and Non-Malaysian
- III. New bank or Existing bank customers
- IV. Available for new registration only between 6.00am to 11.00pm daily

For any additional questions related to MAE, you may refer to the MAE FAQ here:

https://www.maybank2u.com.my/iwov-resources/pdf/personal/digital_banking/MAE_FAQ.pdf