

Frequently Asked Questions (FAQ) of Maybank ATM Cash-out

Overview

1. What is ATM Cash-out?

It is a feature in the MAE app that allows you to withdraw cash at Maybank ATM without touching the ATM, except for collecting the cash dispensed.

2. What is the difference between using ATM Cash-out and using an ATM card for cash withdrawal?

This feature allows you to enjoy a contactless experience when withdrawing cash at Maybank ATM, a first in Malaysia. You still have the option to make cash withdrawals at Maybank ATM using your physical ATM card.

3. Who can use ATM Cash-out?

All existing Maybank ATM cardholders who are also MAE app users.

4. Where can I use this feature to withdraw money?

You can use ATM Cash-out to withdraw money at selected Maybank Malaysia ATM. There will be a QR code displayed on the ATM screen for you to scan using your MAE app. This service will be rolled out to all Maybank ATM nationwide soon.

5. How do I get started?

You will first need to activate the feature on your MAE app. There will be a 24-hour cooling off period for security checks before you can start using it. Upon successful activation, you will receive an SMS and push notification.

A step-by-step guide to activating ATM Cash-out:

1. Launch your MAE app
2. Tap 'ATM Cash-out' displayed in Quick Actions. If 'ATM Cash-out' is not displayed in Quick Actions, tap 'Manage' in Quick Actions and replace one of your Top Actions with 'ATM Cash-out'
3. Enter your M2U credentials
4. Read the terms & conditions and tap 'Proceed'
5. Complete the OTP verification and you're done

Alternatively, you can tap 'More' > 'Settings' > 'Maybank2u' > Log in > tap on 'ATM Cash-out' to activate the feature

6. What is the cash withdrawal limit and how do I change it?

Cash withdrawals via your ATM card and ATM Cash-out count towards your existing daily limit. There isn't a separate withdrawal limit for ATM Cash-out. You can change your withdrawal limit at any Maybank ATM with your ATM card.

7. I have a joint account with multiple ATM cards. How does the withdrawal limit work?

The money withdrawals via all your ATM cards and ATM Cash-out count towards your existing daily limit. There isn't a separate withdrawal limit for ATM Cash-out.

8. Is ATM Cash-out secure?

Yes, authorisation is required for you to activate and make withdrawals using ATM Cash-out:

- For activation: M2U credentials is required
- For withdrawals of RM1,000 and below: biometric or 6-digit app PIN is required
- For withdrawals above RM1,000: biometric or 6-digit app PIN and Secure2u approvals are required

9. I can set favourite withdrawal amounts on ATM. Can I do the same with ATM Cash-out?

Yes, you can set an amount as your 'Preferred Amount' after a successful withdrawal. Alternatively, you can add them to your ATM Cash-out page (up to 3 amounts), as well as edit or remove them later by following the steps below:

1. Tap on 'ATM Cash-out' under Quick Actions
2. Tap '...' on the top right of the page to manage your preferred amount
3. Tap on the amount to edit, or tap on the 'X' button to remove previously saved amounts

10. What is the amount I can withdraw using ATM Cash-out?

The minimum withdrawal amount using ATM Cash-out is RM50 and the amount has to be in multiples of RM50.

11. Will there be any receipt dispensed from the machine when I use ATM Cash-out to withdraw money?

No, there will not be any hard copy receipts. You can view a soft copy receipt by tapping 'Share Receipt' on MAE after your withdrawal.

12. Will I be notified when money is withdrawn from my account using the ATM Cash-out feature?

Yes, you will receive push notifications on your smartphone.

13. Can I use ATM Cash-out at non-Maybank ATM to withdraw cash?

No, it is only available at selected Maybank ATM at the moment, and will be rolled out to all Maybank ATM soon.

14. Can I scan the QR code displayed on the ATM using my M2U app?

No, ATM Cash-out is only available on the MAE app.

15. If I encounter an issue with my money withdrawal using the ATM Cash-out feature, who should I contact?

Kindly call our Maybank Group Customer Centre hotline at 1-300-88-6688 and we will assist you.

16. Can I deactivate this feature later?

Yes, kindly follow the steps below:

1. Launch your MAE app, tap 'More' and then 'Settings'
2. Tap 'Maybank2u' and enter your Maybank2u credentials
3. Toggle off 'ATM Cash-out' to deactivate it
4. Tap 'Confirm' and you will be done

You can follow the same steps to re-activate ATM Cash-out.

17. What are the safety measures to be taken when using ATM Cash-out at the ATM?

Here are some tips:

- Always remember to collect your cash before leaving the ATM
- Focus on the task on hand when withdrawing cash with your MAE app, do not get distracted
- Hide your phone screen from prying eyes

18. How do I safeguard the feature from being abused?

Do not allow anyone but yourself from using ATM Cash-out on your MAE app. Some simple guidelines are as follows:

- Ensure your device is protected with biometric, PIN or pattern
- Do not leave your device unattended
- Always set the daily withdrawal limit based on your comfort level at the ATM via ATM card
- Regularly check your account activity for any discrepancies or unauthorised transactions
- Do not allow others to make cash withdrawals on your behalf

19. What is the minimum operating system required to use ATM Cash-out?

For Android, it will be Android OS 9 and above whereas for iOS, it will be iOS 13 and above.