

Simplified Lazada Wallet top-up (under RM250)

Frequently Asked Questions (FAQ) as of 22 September 2020

1. What is this service about?

This service is a hassle-free solution to top-up your Lazada Wallet by linking it to your Maybank2u account. Once linked, you can top up the Lazada Wallet without the need to enter 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 RM250.00).

2. Is this service applicable to me?

All Lazada Malaysia and Maybank Malaysia customers who have a Lazada 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 Lazada App, and choose to top up with 'Maybank' under the 'Online Banking' option instead.

3. How do I link my Maybank2u account to Lazada Wallet?

Step 1: Launch the Lazada App on your phone and go to your 'Account'

Step 2: Tap on your Lazada Wallet, then tap 'Top Up'

Step 3: Enter a top up amount of up to RM250 & tap 'Continue'

Step 4: Tap on 'Link Bank Account' and tap 'Confirm'

You will be redirected to maybank2u.com.my via an in-app browser

Step 5: Log in to your Maybank2u account as usual

Step 6: Choose your preferred Maybank bank account or MAE account to link with Lazada and set how long you want this setting to last. Then, enter a daily transaction limit of up to RM250

Step 7: Review your settings and tap 'Set it up'

Step 8: Enter the 6-digit Transaction Authorisation Code delivered to your mobile number

Step 9: Once your account is linked, you will be redirected back to your Lazada App (Tap 'Return' if it doesn't happen automatically)

You've successfully linked your Lazada Wallet to your Maybank account! Tap 'Top up now' to complete the top up.

4. How long does it take to link my Maybank account with Lazada Wallet?

The linkage is instant and once you are redirected back to the Lazada, you will be able to use your Maybank2u account to top up to your Lazada Wallet.

5. 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 amount of money that can be debited from your chosen Maybank2u account to Lazada Wallet 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 | Daily Limit Used | Transaction Status |
|-----------------------------------|---------------|------------------|--------------------|
| 1 st Top-up of The Day | RM240.00 | RM240.00 | Successful |
| 2 nd Top-up of The Day | RM20.00 | Limit Exceeded | Failed |

- 6. What does the “access expiry duration” mean?**
For the security of access to your Maybank2u, this payment access will expire after a set period; 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.
- 7. What happens after the payment access with azada expires?**
You can renew your payment access on the Lazada app or via maybank2u.com.my. If you do not wish to renew this service, it will discontinue after the expiry date and you will need to login to Maybank2u to carry out a one-time top-up to Lazada Wallet via FPX.
- 8. To which mobile number will the Transaction Authorisation Code (TAC) be delivered to?**
The 6-digit TAC will be delivered to the mobile number that is registered with your Maybank account.
- 9. 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.
- 10. I have already linked my Maybank account to Lazada Wallet, but the transaction failed. What should I do?**
Please check if you have enough money in the linked Maybank account. If the issue persists, please take note of the error message on the Lazada App and contact Maybank’s Customer Care Team at 1-300-88-6688.
- 11. I noticed a suspicious transaction conducted through my Lazada Wallet; what should I do?**
Immediately contact Lazada to block your account and Lazada will investigate the issue. Then, login to your Maybank2u account via maybank2u.com.my and remove the payment access (as per FAQ item 12).
- 12. I want to remove this payment access, what should I do?**
Step 1: Login to your Maybank2u account via maybank2u.com.my
Step 2: Tap on “Settings”
Step 3: Tap on “Pay & Transfer”
Step 4: Tap on “Linked Accounts”
Step 5: Tap “Remove”
- 13. Can I turn off this payment access for a short period of time?**
Step 1: Login to your Maybank2u account via 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

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

- Step 1: Login to your Maybank2u account via 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: Enter your desired daily limit, up to a maximum of RM250.00
- Step 7: Tap "UPDATE" and you are done

15. How can I change the Maybank2u account that is linked to Lazada?

- Step 1: Login to your Maybank2u account via 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 you would like Lazada Wallet to be linked to
- Step 7: Tap "UPDATE" and you are done

16. How do I renew my payment access to an eWallet?

- Step 1: Step 1: Login to your Maybank2u account via 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

You have successfully renewed your payment access to Lazada Wallet.