

Frequently Asked Questions (FAQ)

Maybank2u - Share Trading (Cash Account)

Updated 1 October 2023

The term "Maybank" as used in this document refers to Malayan Banking Berhad, except insofar as it is used as part of the name of a product or service. The term "the Maybank Group" refers to Malayan Banking Berhad and its subsidiaries, either individually and/or collectively as the context requires. The term "Maybank2u" refers to the website maybank2u.com.my and/or the MAE by Maybank2u mobile application (respectively and collectively referred to as "Maybank2u", as the case may be) and all information, products and services provided via Maybank2u.

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Share Trading (Cash Account)

Q: What are the accounts I need to open in order to trade?

A: When you apply for a Share Trading (Cash Account), you will be opening up to 4 accounts to facilitate your trading activities. Once you complete your submission for a [Maybank2u Cash Trade Account](#) for trading settlement purposes, we will process the remaining account openings on your behalf which are: [Maybank Share Trading Account](#) for trading purposes and a [Nominees Central Depository System \(CDS\) Account](#) by Bursa Malaysia.

We also encourage you to open a [Maybank Current or Savings Account](#) if you do not have one to facilitate fund withdrawal from your Maybank2u Cash Trade Account.

Q: Am I eligible to open a Share Trading (Cash Account)?

A: You must be at least 18 years old, and not older than 65 years old. However, if you are between 18 and 21 years old, you are required to provide additional supporting documents such as your latest source of funds (e.g. allowance from parents, parents’ proof of salary documents, etc) upon

creating your account. You will also be required to upload your salary document to activate your account.

Q: Are there any fees to open a Share Trading (Cash Account)?

A: A fee of RM10.00 is payable to the Bursa Malaysia depository for the opening of a Nominees CDS Account.

Q: Will I need to submit any documents for verification?

A: Yes, you are required to upload your salary document to activate your account as part of the application process. Failure to upload your salary document will result in the automatic closure of your Share Trading (Cash Account) after 14 calendar days and you will only be able to reactivate it after six months.

We will notify you via email should we require any additional document from you.

Q: Can foreigners apply to open a Maybank Share Trading Account online?

A: Yes, foreigners can apply to open an account online, subject to applicants providing all the necessary documents and upon approval by Maybank. Please note that the processing time may be longer in this scenario. Additionally, you may also be asked to visit a Maybank branch for face-to-face verification purposes.

Q: Do I still need to visit a branch after applying for a Share Trading (Cash Account) online?

A: If you are a new Maybank customer, you are required to visit any Maybank branch within 14 calendar days to complete your account opening. Failure to do so will result in the automatic closure of your Share Trading (Cash Account) and you will only be able to reactivate it after six months.

If you are an existing Maybank customer, you are not required to visit a branch unless we require more information regarding your application.

Q: When can I start trading?

A: You will receive an email notification from us when your account is activated.

Q: How can I resume my application?

A: If you wish to resume your online application or submit your documents to complete your Maybank2u Cash Trade Account application process, log-in to www.maybank2u.com.my and follow the steps below:



Q: How can I withdraw funds from Maybank2u Cash Trade Account?

A: You may withdraw your funds in Cash Trade Account via M2U Online Stocks Trading website (“ost.maybank2u.com.my”) or Maybank Trade app. The withdrawn amount will be transferred to your Maybank Current or Savings Account.

Q: Can I open a Share Trading (Cash Account) with margin facility online?

A: No, account opening for a Share Trading (Cash Account) online is currently only for trading with your own funds.

Q: Is Share Trading (Cash Account) an Islamic product?

A: No, Share Trading (Cash Account) online is currently only offered as a Conventional account.

Q: Who can I call for enquiries with regards to Maybank’s products?

A: For enquiries related to your Maybank Share Trading Account, you may contact Maybank Investment Bank Equities Helpdesk at 1300 22 3888 (8.30am to 5.30pm, Monday to Friday except public holidays) or e-mail equities.helpdesk@maybank-ib.com

For enquiries related to your Maybank2u Cash Trade Account, you may contact our Maybank Group Customer Care at 1-300-88-6688 or email mgcc@maybank.com.my.

Q: What is the difference between Maybank2u Cash Trade Account, Maybank Share Trading Account, Nominees CDS Account and Maybank Current or Savings Account?

A: Differences of each account and their relevance to the Share Trading (Cash Account) opening process are as below:

Maybank2u Cash Trade Account: *This account is a settlement account linked to your Maybank Share Trading Account. If you wish to purchase any shares, you will first need to transfer funds from any*

of your Current or Savings Account into this Maybank2u Cash Trade Account. Similarly, if you were to sell any shares, the proceeds from the sale will be credited into your Maybank2u Cash Trade Account. A Maybank2u Cash Trade Account will be opened for you when you apply for a Share Trading (Cash Account).

Maybank Share Trading Account: *This is your trading account which will facilitate the process of buying shares on Bursa exchange. This account is required for you to login to M2U Online Stocks Trading website.*

Nominees CDS Account: *This account is a central depository account that is maintained with Bursa Malaysia. A Nominees CDS Account is a depository for you to keep the shares you have bought. Maybank Investment Bank Berhad will act as the nominee of all your shares and it will be registered under Maybank Investment Bank Berhad.*

Maybank Current or Savings Account: *You are encouraged to open a Current or Savings Account with Maybank if you do not have one, to facilitate the withdrawal of funds from your Maybank2u Cash Trade Account.*