

Simplified eWallet Top-up Frequently Asked Questions (FAQ)
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Additional eWallet Top-up Frequently Asked Questions with Step-up feature (FAQ)

1. I am a user of eWallet(s) and interested in this service; can I learn more about this service?

This service is a hassle-free solution to top-up our partners' eWallet by linking it to your Maybank2u account. Once linked, you can top up the selected eWallet 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 daily cumulative transaction limit (up to RM250.00).

2. Is this service applicable to me?

All a. Savings/-i b. Current/-i c. MAE account holders will be able to top-up their GrabPay/ShopeePay/Lazada Wallet up to your daily cumulative transaction limit (up to RM250.00).

3. What do I need to do to start using this service?

Step 1: Open the eWallet mobile application of your choice

Step 2: Tap on "Top Up"

Step 3: Tap "Maybank2u"

Step 4: Tap "Link Account"

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

Step 5: Enter your Maybank2u username

Step 6: Tap "YES" if it is your secure image and secure phrase

Step 7: Enter your password and tap "LOGIN"

Step 8: Choose your desired Maybank2u account to link with the eWallet. Then, select how long you would like the eWallet to be linked to the selected Maybank2u account.

Next, enter a daily transaction limit of up to RM250.00

Step 9: Review your settings and tap "Request TAC"

Step 10: Enter the 6-digit Transaction Authorisation Code (TAC) sent to your mobile number via SMS

Step 11: Once your account is linked, you will be redirected back to the eWallet

4. How long does it take to link my Maybank account with the eWallet?

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

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 eWallet 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 the eWallet expires?**
You can renew your payment access on the eWallet mobile application 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 your eWallet 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 Maybank.
- 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 the eWallet, but the transaction failed. What should I do?**
Please check if you have enough money in the linked Maybank2u account. If the issue persists, please take note of the error message on the eWallet mobile application and contact Maybank's Customer Care Team at 1-300-88-6688.
- 11. I noticed a suspicious transaction conducted through my eWallet; what should I do?**
Immediately contact your eWallet service provider to block your account and your eWallet service provider 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 the eWallet?

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 the eWallet 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 the eWallet.

17. My daily limit is now greater than RM250, is there any difference in topping-up if my cumulative daily transaction amount has increased?

The top-up process is largely similar, except for which you must verify all further transactions with a TAC after your top up or payment has exceeded RM250 for the day.

Below are updated as of 15 January 2021

Additional eWallet Top-up Frequently Asked Questions with Step-up feature (FAQ)

1. I am a user of eWallet(s) and interested in Step-up service; can I learn more about this service?

This service is a hassle-free solution to top-up our partners' eWallet by linking it to your Maybank2u account. Once linked, you can top up the selected eWallet 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 daily cumulative transaction limit (up to RM250.00, configurable during the setup and also via www.maybank2u.com.my, after logging in from settings> Pay & Transfer> Linked accounts). For transactions above RM250 (up to RM1,000), additional authentication is required.

2. What is the difference between this service and the Simplified e-Wallet Top Up service?

There is no difference between this services, except that with this additional eWallet top up service, you will be able to enjoy higher limit (up to RM1,000.00) with additional authentication.

3. Is this service applicable to me?

All a. Savings/-i b. Current/-i c. MAE account holders will be able to top-up their eWallet up to your daily cumulative transaction limit (up to RM250.00 or up to RM1,000.00 with additional authentication).

4. What do I need to do to start using this service?

This service is only applicable on Shopee and Grab app. Follow the steps below:

- On the Shopee App:
Step 1: Launch the Shopee App on your phone and tap 'Me'
Step 2: Tap on Shopee Pay, then tap 'Top Up'
Step 3: Tap 'Payment' and select 'Maybank2u', 'Link Bank Account Now'
You will be redirected to maybank2u.com.my via an in-app browser
Step 4: Log in to your Maybank2u account as usual
Step 5: Choose your desired Maybank account to link with ShopeePay. Then, select how long you want to link the Wallet to your account, and set your daily transaction limit (up to RM1,000)
Step 6: Review your settings and tap 'Set it up'
Step 7: Confirm linkage with SMS TAC
Step 8: Once your account is linked, you will be redirected back to your Shopee App (Tap 'Return' if it doesn't happen automatically)
- On the Grab App:
Step 1: Launch the Grab app and tap on 'Top Up'
Step 2: Tap Link 'Link your Maybank2u account!', or
Step 3: Tap 'Linked bank account' & 'Mayban2u'
You will be redirected to maybank2u.com.my via an in-app browser
Step 4: Log in to your Maybank2u account as usual
Step 5: Choose your preferred Maybank bank account or MAE account to link with Grab and set how long you want this setting to last. Then, enter a daily transaction limit of up to RM1,000
Step 6: Review your settings and tap 'Request TAC'
Step 7: Enter the 6-digit Transaction Authorisation Code delivered to your mobile number
Step 8: Once your account is linked, you will be redirected back to the Grab App

5. What is a daily limit?

The amount that you enter as your daily limit (minimum RM10.00 and up to a maximum of RM1,000.00) will be the maximum amount of money that can be debited from your chosen Maybank account to the eWallet on a daily basis. If you have exceeded the limit set (or more than RM250) in a single day, you will need to login to your Maybank2u account to enjoy the higher limit (up to RM1,000.00).

6. 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 RM1,000.00
- Step 7: Tap "UPDATE" and you are done

7. I cannot raise my limit beyond RM250, what do I do?

To enjoy a higher limit of up to RM1,000, please ensure your mobile number registered with Maybank and the respective eWallet platform are the same. This is an additional security measure to identify you as a registered customer on both platforms.