
1. Must I be a Maybank customer to order?

Sama-Sama Lokal is open to all individuals.

2. What is the deliverytime?

Delivery operates daily from 10am – 7.30pm. While opening hours of each merchant are indicated in the website, you can also drop the merchants a message or call to ask about their individual operating hours.

3. Why are there no listed hawkers under my selected state?

We're reaching out to as many hawkers as we can, but we may not be able to get to all of them. If there's a specific hawker stall (your favourite) in your neighbourhood that you'd like to recommend, do let us know at

www.maybank2u.com.my/kasisupport

4. How do I know if I need to pay more delivery charges

Maybank offers this delivery assistance to selected merchants only and participating merchants can be found on our website.

The good news is, Maybank will cover the delivery charges for distances of up to **5 km** for these selected merchants. Any additional km beyond **5 km** will be billable to the customer at rates based on existing delivery partner charges and paid directly to our delivery partner upon receiving the package.

5. How do I know if my delivery fees are free

At the moment, Maybank will be covering delivery charges for up to **5 km** in selected areas. To check if your order is eligible for it, please provide your delivery address to the merchant for the merchant to check if there are additional delivery charges.

6. How can I track my order

Once your order has been confirmed, a delivery partner will be assigned to pick up and deliver your order to you. They'll either send a SMS with a tracking link for you to track your order or please check in with the merchant for the status of the delivery.

7. How do i know if my food order is being delivered

Once your order has been confirmed, a delivery partner will be assigned to pick up and deliver your order to you. They'll either send a SMS with a tracking link for you to track your order or please check in with the merchant for the status of the delivery.

8. What should I do if my food order is wrong?

For any enquiries about the order (i.e. wrong order, missing order), you may contact the Merchant directly. Alternatively, you may contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696.

For any enquiries about the delivery (i.e. delay, wrong delivery), please contact the Delivery Service Partner.

- Bungkusi: +601111448786
- Lalamove: 03-76886555
- Mr.Speedy: Please visit: <https://mrspeedy.my/>
- Citilink: 03-7865 0694
- GoGet: 1300 769 389

9. How do I pay for orders?

You may perform your payment via Instant Transfer or Maybank QRPay. Kindly ask the merchant (hawker or grocer) for their beneficiary bank & account number if the selected mode of payment is Instant Transfer.

10. What if I have a problem with my delivered order? (Food missing, etc)

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11. How do I get a receipt for my order?

Your order receipt is the payment receipt of instant bank transfer or QRpay receipt when you order successfully with the hawker.

12. I'm a stall owner and I'm interested in joining Sama-sama. How do I apply?

To get yourself listed on Sama-Sama Lokal, please contact Maybank's Customer Care hotline at 1 300 88 6688 or +603 7844 3696.

13. Can I schedule a delivery order?

Unfortunately, this current function is not available on our website.

14. Can I ask the restaurant for special needs (such as no shellfish, no onions, extra mee, etc)?

Yes, you can. But you'll have to specify your food preferences directly to the hawker.

15. May I place an order for someone else?

Yes, you may. All you have to do is inform the hawker of the recipient's order and delivery details (Recipient's name, mobile number and address). If you wish to track the delivery for them, kindly put your mobile number instead of theirs, so that the SMS with tracking link can be send from our delivery partner to you. If there are additional charges, please also ensure the recipient has been informed to pay this to the delivery partner directly.

16. Can I choose other payment method (i.e. duitnow, cash etc)

Due to the severity of the recent pandemic, we strongly encourage cashless payments. That's why we're encouraging all customer to pay the merchant via cashless payment method such as QRpay, bank transfer or Duitnow (if the merchant accepts it). Cash is highly discouraged (even for self-pickup).

17. Can I order food that is outside my state?

Yes, you can (if it's within reasonable distance). Please be reminded that there will be an additional fee of RM1 for each subsequent km charged by our delivery partner.

