

Frequently Asked Questions (FAQs)

No	Scenario for customers aged 12-17 years old	Am I Eligible?
1	I applied and activated my MAE Wallet but did not apply for an imteen/-i account.	Not eligible, as both accounts must be opened on the same day.
2	I closed my MAE Wallet one week after opening it.	Not eligible, as the account must remain active.
3	My parents opened a Yippie/-i account for me when I was young, but I do not have an imteen/-i account. What if I now open an imteen/-i account and MAE Wallet?	Not eligible, as you are considered an existing customer.
4	I already have a MAE Wallet but want to open an imteen/-i account to join this campaign.	Not eligible, as you are considered an existing customer.
5	I opened my imteen/-i account in the last week of May 2026 but only opened the MAE Wallet in the first week of June 2026.	Not eligible, as both accounts must be opened on the same day.
6	I opened my imteen/-i account in the first week of April 2026 but only opened the MAE Wallet in the last week of April 2026.	Not eligible, as both accounts must be opened on the same day.
7	I opened an imteen/-i account, but my parents do not allow me to have online banking access (MAE app / Maybank2u).	Eligible only if the MAE Wallet is opened on the same day as the imteen/-i account.

No	Scenario for customers aged 18-30 years old	Am I Eligible?
1	I opened a Kawanku Savings account and MAE Wallet in April 2026 but did not win the April 2026 lucky draw. Am I eligible for the May 2026 draw?	Not eligible, as each monthly lucky draw applies only to customers who meet the criteria for that specific month.
2	I deposited RM600 into my MAE Wallet. Am I eligible for lucky draw entries?	Not eligible, as the MAE Wallet is not part of the participating products for the lucky draw.
3	I opened my Kawanku Savings account in mid-April 2026 and maintained at least RM500 daily. On the last day of April 2026, I accidentally withdrew RM50. Am I still eligible?	Not eligible, as your daily balance fell below the required RM500.
4	Is there any capping for lucky draw entries?	No, there is no capping.
5	I won RM10 in April 2026. Can I close the account and open a new one to win again?	No. Each customer can only win the RM10 cash prize once during the campaign period. Reopening a new account makes you an existing customer, which makes you not eligible.
6	Can I still win the RM100 lucky draw if I already won RM10?	Yes, you still have a chance to win RM100, provided you maintain a minimum daily balance of RM500 for the campaign month.
7	If I save RM500 on 23 March 2026 and maintain a minimum daily balance of RM500 for 30 days (until 22 April 2026), which month will I be considered for the RM100 cash prize?	You will be entered into the March 2026 lucky draw.