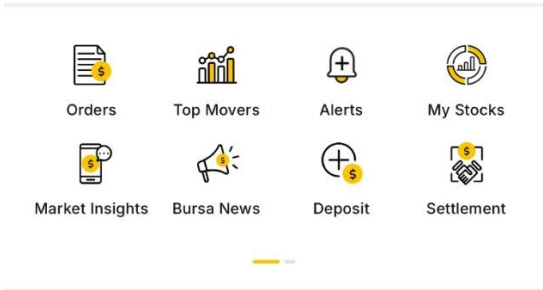
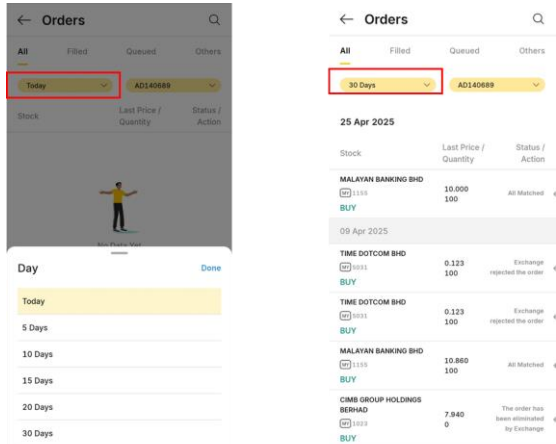


**Maybank Trade MY App
Frequently Asked Questions (FAQs)**

No	Questions	Answers
A. Pre-Login		
1	What is the difference between Maybank2u Online Stocks and Powerbroking2u?	If your account is registered under Maybank2u, please select Maybank2u and log in. If your account is registered under Powerbroking2u, please select Powerbroking2u and log in.
2	Will my account access be suspended if I don't log in via the app and website for an extended period of time?	<p>Yes, account access may be suspended depending on the period of inactivity.</p> <p>Maybank2u Online Stocks: Your access will be dormant and deactivated if there is no log in activity for more than (1) year.</p> <p>Powerbroking2u: Your account will be suspended if you do not log in within one (1) month. To keep your account active please log in via powerbroking2u.com.my at least once a month.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. If your Powerbroking2u account is suspended, please contact the Maybank IB Equities Helpdesk at 1300 22 3888 (from 8:30am to 5:30pm, Monday to Friday except public holidays) or email equities.helpdesk@maybank-ib.com for reactivation. After reactivation, you may log in using your old password. The system will then prompt you to reset your password before accessing the trading platform. 2. Your Powerbroking2u password expires every three (3) months, regardless of activity. Upon expiry, you must visit the website to update your password.
3	How do I reactivate my account?	To reactivate your account, please contact the Maybank IB Equities Helpdesk at 1300 22 3888 (from 8:30am to 5:30pm, Monday to Friday except public holidays) or email equities.helpdesk@maybank-ib.com .
4	What should I do if I can't remember my user ID and/or password?	<p>If you can't remember your user ID and/or password, please contact the hotlines listed below:</p> <ul style="list-style-type: none"> • For accounts registered with Maybank2u Online Stocks: Contact the Maybank Group Customer Care at 1-300-88-6688 or email mgcc@maybank.com.my. Alternatively, you may tap on the Reset Password link to reset your password • For accounts registered with Powerbroking2u: Contact the Maybank IB Equities Helpdesk at 1300 22 3888 (from 8:30am to 5:30pm, Monday to Friday except public holidays) or email equities.helpdesk@maybank-ib.com. Alternatively, you may tap on the Reset Password link to reset your password.

5	How long does an inactive session last before Maybank Trade MY app automatically logs me out?	The Maybank Trade MY app will automatically log you out after 30 minutes of inactivity. If you remain idle for more than 20 minutes, the app will display a reminder prompt before the session times out.
B. Home		
6	Can I customise the Home page, Quick Links, Discover and Portfolio?	Yes, you can customise the Home page, Quick Links, Discover and Portfolio according to your preference. To do so, scroll down to the bottom of the Home page, tap the Manage Widgets button, and you can adjust the widgets either by dragging them or toggling the radio buttons based on your preferred layout.
7	How do I check my Outstanding Balance or Outstanding Amount, Trust Balance, Contra Gains, Contra Losses, Trading Limit and Custody Balance (for global trading account) from the Home page?	<p>To view your outstanding balance or outstanding amount, trust balance, contra gains and losses, trading limit, and custody balance for your Global Trading Account, tap on Portfolio, then select Account Summary.</p> <p>To switch between your Local and Global Trading Account views, tap the Local/Global tab at the top of the screen and select the account you wish to view.</p>
8	How do I view my order status?	<p>You can view your order status via the Quick Links section on the Home screen, which displays a row of shortcuts. To view your order status, tap Orders.</p> <div data-bbox="737 1388 1276 1675" style="text-align: center;">  </div> <p>On the Orders page, select any stock that you have ordered to view the details.</p>

<p>9</p>	<p>How do I check my order history?</p>	<p>To view your order history, select Orders from the Quick Links section on the Home screen . From the dropdown menu, select Today to view your most recent orders, or All to view your orders from the past 30 calendar days.</p> 
<p>10</p>	<p>Is there a Cut Loss feature in the Maybank Trade MY app?</p>	<p>No, there is no Cut Loss feature. However, you can use the Stop Limit feature to help minimise your losses. This feature is only available for local trades.</p>
<p>11</p>	<p>What should I do if I've forgotten my trading PIN?</p>	<p>If you have forgotten your trading PIN, please contact Maybank IB Equities Helpdesk at 1300 22 3888 (from 8:30am to 5:30pm, Monday to Friday except public holidays) or email equities.helpdesk@maybank-ib.com.</p>
<p>12</p>	<p>Can I execute orders using biometric authentication?</p>	<p>No, you cannot execute orders using biometric authentication. You must enter your log in password to access the Trade Ticket page.</p> <p>For accounts registered with Powerbroking2u:</p> <ul style="list-style-type: none"> • Enter your trading PIN before submitting orders for local trades. • Enter your log in password for global market orders (NASDAQ, NYSE ARCA, NYSE, SGX and HKEX). <p>For accounts registered with Maybank2u Online Stocks:</p> <ul style="list-style-type: none"> • IB: Enter your trading PIN before submitting orders for local trades. • EIC: You are not required to enter your trading PIN before submitting orders.

C. Profile Setting and Security		
13	Why aren't my alerts appearing in my notifications?	<p>To receive notifications from the Maybank Trade MY app, please ensure that notifications are enabled both in your device settings and within the app.</p> <p>To check in-app settings, go to Settings in the Maybank Trade MY app and turn on Notifications.</p>
14	Can I log into my account using multiple devices?	You can register up to three (3) devices to access your account. However, only one (1) device can be active in each session. The system will automatically log you out of the previous device when you log in from a new device.
15	If I have reached the maximum number of registered devices, can I remove an existing device and add a new one?	Yes, you can remove a registered device. Tap Settings > Security > My Devices. From there, you can manage your devices and remove an existing one by clicking the bin icon next to the device you wish to remove.
D. Watchlist		
16	How do I add new stocks to my watchlist?	<p>To add new stocks to your watchlist, go to the Watchlist screen, tap Edit and tap Add Stocks, search for the stock, and tap the heart icon next to it to add it to your watchlist.</p> <p>Alternatively, you may:</p> <ul style="list-style-type: none"> • Add a stock directly from the stock details screen by tapping the heart icon at the top right. • Tap the heart icon next to a stock from the search suggestions for a quick add.
17	Why are there local and global tabs in the watchlist?	The Local tab syncs with your existing watchlist on the web platforms Maybank2u Online Stocks (OST) or Powerbroking2u. The Global Watchlist tab allows you to create a new, app-based watchlist where you can add both local and global stocks into a single folder. This feature is exclusive to Maybank Trade MY app users.
18	How many watchlist folders can I create?	You can create up to 100 folders in your Local Watchlist and 50 folders in your Global Watchlist. Each folder can contain a maximum of 50 stocks .

E. Deposit		
19	How long will it take for my online deposit to be reflected in my account?	<p>Online deposits made before the cut-off time will be processed immediately. Online deposits made after the cut-off time will be processed on the next working day. You may refer below for details of the transaction processing windows:</p> <ul style="list-style-type: none"> • For accounts registered with Maybank2u Online Stocks (EIC): 7:30am to 8:00pm (Monday to Sunday, including public holidays) • For accounts registered with Maybank2u Online Stocks (IB) and Powerbroking2u: 8:00am to 10:00pm (Monday to Friday, excluding public holidays) <p>Upon successful transaction, your deposit will be reflected in your account depending on your bank account status, balance and bank processing time. Please note that third party transfers are not allowed.</p>
20	Will interest be charged on online transaction?	For online transactions, no interest will be charged. However, interest will be charged for late payments on outstanding trades.
21	How do I deposit or withdraw funds in my global trading account?	<p>If you already have an active Global Trading Account, you may contact your dealer for guidance on how to deposit or withdraw funds from your Global Trust Account.</p> <p>You may also refer to the in-app guide available in the latest version of the app for step-by-step instructions.</p>
23	Can I trade global stocks with MYR Local Trust Balance?	Before trading global stocks, please contact your dealer to update your global trading account's trading limit and trust balance.
F. Withdrawal		
24	How many bank accounts can be maintained for withdrawal?	You may maintain up to five (5) bank accounts for withdrawals under a single trading account.
25	What is the maximum amount for a withdrawal?	There is no maximum limit for withdrawals.
G. Transactions		
26	How do I check my previous ePayment transactions?	Tap on Transactions via the Quick Links to view your deposit, withdrawal and settlement transactions for the past three (3) months.
27	How do I check ePayment transactions that are older than 3 months?	To check ePayment transaction beyond the 3-month period, please contact the Maybank IB Equities Helpdesk at 1300 22 3888 (from 8:30am to 5:30pm, Monday to Friday except public holidays) or email equities.helpdesk@maybank-ib.com .

H. Global Trading												
28	How do I enable my global trading account	<p>If you already have a Global Trading Account, you may begin trading immediately on the Maybank Trade MY app.</p> <p>To enable it via the app, please follow these steps:</p> <ol style="list-style-type: none"> 1. Go to Settings and select Account Services. 2. Tap on Enable Global Market. 3. Select the account you wish to enable for global trading. 4. Complete the Domestic Borrowing declaration. 5. Submit your application. <p>Once submitted, your request will be processed accordingly.</p>										
29	Can I amend or cancel my Global Trading orders?	You can only amend or cancel unmatched orders. However, if your order is fully matched, you will not be able to amend or cancel your order.										
30	Am I allowed to contra my foreign exchange trades?	No. Contra trading is not applicable for global trades.										
31	What are the settlement modes available for foreign trades?	<p>Foreign trade settlements can be made in Malaysian Ringgit (MYR) or the respective foreign currency. You may also choose to receive sales proceeds in either MYR or the traded currency.</p> <p>When placing an order, you can select your preferred transaction currency directly from the order ticket.</p>										
32	Are the price quotes for global markets via Maybank Trade MY app live?	<p>No, the price quotes for global markets are delayed as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="background-color: #FFD700;">Markets</th> <th style="background-color: #FFD700;">Delay</th> </tr> </thead> <tbody> <tr> <td>Singapore Exchange (SGX)</td> <td>10 minutes</td> </tr> <tr> <td>Hong Kong Exchange (HKEX)</td> <td>15 minutes</td> </tr> <tr> <td>New York Stock Exchange (NYSE) and Archipelago (Arca)</td> <td>20 minutes</td> </tr> <tr> <td>National Association of Securities Dealers Automated Quotation (NASDAQ)</td> <td>15 minutes</td> </tr> </tbody> </table> <p>Please contact your dealer/remisier if you need real-time market data for any of these exchanges.</p> <p>Note: The real-time price feed subscription capability will be available soon in the Maybank Trade MY app. You will be able to subscribe to real-time price feed for global markets then.</p>	Markets	Delay	Singapore Exchange (SGX)	10 minutes	Hong Kong Exchange (HKEX)	15 minutes	New York Stock Exchange (NYSE) and Archipelago (Arca)	20 minutes	National Association of Securities Dealers Automated Quotation (NASDAQ)	15 minutes
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33	Who can apply for the global trading account?	<p>For Equity Investment Centre (EIC) account users, there is no restriction, and all account types are eligible to enable a global trading account. However, for Investment Bank (IB) account users, the following types of trading accounts are restricted from enabling global trading accounts:</p> <ol style="list-style-type: none"> 1. Islamic Accounts 2. Margin Accounts 										