

Foreign Telegraphic Transfer (FTT) with Guaranteed OUR (G'OUR) - Frequently Asked Questions

Q: What is Foreign Telegraphic Transfer (FTT)?

A: Foreign Telegraphic Transfer (FTT) is a computerized channel for sending telegraphic transfers (TT) to specific financial institution for further reimbursement to a non-financial beneficiary via pre-determined agent / correspondence using the SWIFT format.

Q: What is Guaranteed OUR (G'OUR)?

A: Guaranteed OUR (G'OUR) is a fixed rate of agent charges imposed by agent bank on FTT in foreign currency on top of the FTT service fee. It is a new service which allows the beneficiary will receive the exact amount. All charges will be made known to the Sender upfront.

Q: Where can Sender perform G'OUR?

A: This service is available at any Maybank branches, Maybank Money Exchange (Maybank Forex Booths), Maybank2u and Maybank2u.Biz.

Q: What is the total cost structure applied to Sender when G'OUR is opt for FTT at Maybank branches, Maybank Money Exchange (Maybank Forex Booths), Maybank2u and Maybank2u.Biz?

A: Sender requires to pay the below fees upfront:

1. **FTT Over-the-Counter Service Fee:** Refer to table below.

Country	Cable Charges	Commission Charges
To All Countries (except to Singapore in SGD only)	RM30	Removed
To Singapore in SGD only (Peninsular Malaysia branches)	RM10	<RM5,000 = RM2 >RM5,000 = No charges
To Singapore in SGD only (East Malaysia branches)	RM15	<RM5,000 = RM2 >RM5,000 = No charges

*Not inclusive of G'OUR charges

2. **FTT Maybank2u and Maybank2u.Biz Service Fee:** Refer to table below.

Country	Service Fee	Commission Charges
To All Countries	RM10	Removed

*Not inclusive of G'OUR charges

3. **G'OUR Charges/Agent Beneficiary Bank Fee:** Refer to the table below.

Currency	G'OUR Charges
AUD	AUD 8*
EUR	EUR 35
GBP	GBP 17
USD	USD 30
AED	AED 55
BDT	BDT 0
BND	BND 30
CAD	CAD 35
CHF	CHF 20
CNY	CNY 92
DKK	DKK 75*
HKD	HKD 220*

IDR	IDR 15,000
INR	INR 1180*
JPY	JPY 3,005
KRW	KRW 0
LKR	LKR 1,000
NOK	NOK 100
NZD	NZD 20
PHP	PHP 270
PKR	PKR 0
QAR	QAR 40*
SAR	SAR 90*
SEK	SEK 60
SGD	SGD 24*
THB	THB 500
VND	VND 0
ZAR	ZAR 130*

* Effective from 20.08.2022.

Q: What are the charges for G'OUR?

A: Refer to the table below on the **G'OUR Charges/Agent Beneficiary Bank Fee.**

Currency	G'OUR Charges
AUD	AUD 8*
EUR	EUR 35
GBP	GBP 17
USD	USD 30
AED	AED 55
BDT	BDT 0
BND	BND 30
CAD	CAD 35
CHF	CHF 20
CNY	CNY 92
DKK	DKK 75*
HKD	HKD 220*
IDR	IDR 15,000
INR	INR 1180*
JPY	JPY 3,005
KRW	KRW 0
LKR	LKR 1,000
NOK	NOK 100
NZD	NZD 20
PHP	PHP 270
PKR	PKR 0
QAR	QAR 40*
SAR	SAR 90*
SEK	SEK 60
SGD	SGD 24*
THB	THB 500
VND	VND 0
ZAR	ZAR 130*

* Effective from 20.08.2022.

Q: Who can use the G'OUR option?

A: This service is available for **individuals** and **business** entities sending to individuals or business entities.

Q: What are the currencies available for the G'OUR option?

A: Refer to the table below on the currencies available for G'OUR option.

Transfer in currency	
Australian Dollar	AUD
Euro	EUR
United State Dollar	USD
British Pound Sterling	GBP
United Arab Emirates Dirham	AED*
Bangladesh Taka	BDT*
Brunei Dollar	BND*
Canadian Dollar	CAD*
Swiss Franc	CHF*
Chinese Yuan / Renminbi	CNY*
Danish Krone	DKK*
Hong Kong Dollar	HKD*
Indonesian Rupiah	IDR*
Indian Rupee	INR*
Japanese Yen	JPY*
Korean Won	KRW*
Sri Lankan Rupee	LKR*
Norwegian krone	NOK*
New Zealand Dollar	NZD*
Philippine Peso	PHP*
Pakistani Rupee	PKR*
Qatari Riyal	QAR*
Saudi Riyal	SAR*
Swedish krona	SEK*
Singapore Dollar	SGD*
Thai Baht	THB*
Vietnamese Dong	VND*
South African Rand	ZAR*

* Effective from 18.05.2019.

Q: What are the benefits of using G'OUR?

A:

1. Sender will be able to ensure that their beneficiary will receive the exact amount.
2. Send to more than 100 countries.
3. Funds will be processed via SWIFT.
4. Service is available at any Maybank branches, Maybank Money Exchange (Maybank ssForex Booths), Maybank2u and Maybank2u.Biz.

Q: Who are the customers that can use G'OUR for FTT?

A: Those who want their beneficiary receive in FULL amount. Examples:

1. Pay **supplier** for goods/services.
2. Pay **education Fees**.
3. Pay for **overseas mortgage**.
4. Transfer for **overseas investment**.
5. Send money to **friends and family** for **special occasions**.

Q: What is the daily sender transaction limit for G'OUR?

A: For FTT transacted via Maybank branches and Maybank Money Exchange (Maybank Forex Booths), there is **NO*** daily send transaction limit for sender. For FTT transacted via Maybank2u, there is a daily send transaction limit of RM49,999.00. For FTT transacted via Maybank2u.Biz, there is a daily send transaction limit of RM49,999.00.

* Note: Subject to compliance of FEA Rules.

Q: Are there any fees that the Beneficiary needs to absorb?

A: There is no fee applied to the Beneficiary. Beneficiary’s account will credit in **FULL** amount.

Q: What is the operation hour for FTT using G’OUR?

A: Below table shows the operation hour for FTT using G’OUR.

State	Maybank Branches	Maybank Money Exchange (Maybank Forex Booths)*	Maybank2u and Maybank2u.biz
Nationwide except Kedah, Kelantan, Terengganu	Monday -Thursday: 9.15 am - 4.30 pm Friday: 9.15am - 4.00pm	Everyday includes Saturday, Sunday, Public Holiday	Monday to Friday, 10.00am to 6.00pm, excluding public holidays and Federal Territory state holidays
Kedah, Kelantan, Terengganu,	Sunday - Wednesday: 9.15 am - 4.30 pm Thursday: 9.15am - 4.00pm	Everyday includes Saturday, Sunday, Public Holiday	

*Operation hour for each Maybank Money Exchange (Maybank Forex Booths) are different.

Q: How long will the funds be credited into the Beneficiary’s account?

A: Funds will be credited within 1-3 working days.

Q: How does Sender perform FTT with G’OUR option?

A:

For FTT transacted via Maybank branches and Maybank Money Exchange (Maybank Forex Booths):

- 1) Bring identification documents (eg. Valid Passport/ Identification Card) and complete the remittance form.
- 2) Sender needs Beneficiary’s full legal name, the bank name and bank account number.
- 3) Select “OUR” under field name ‘Fund Transfer Charge’. Refer to image below.

The image shows a remittance form with two columns of text. The left column contains a declaration in Malay and English. The right column is titled 'CAJ PINDAHAN DANA/ FUND TRANSFER CHARGES' and contains two options: 'SHA' (beneficiary pays) and 'OUR' (applicant pays). The 'OUR' option is selected with a red checkmark. Below the form, there is a 'Verified by:' field and contact information for Maybank.

- 4) Submit the remittance form to Teller.

For FTT transacted via Maybank2u:

- 1) Login in Maybank2u.
- 2) Click Transfer and choose “Transfer to Overseas”.
- 3) Key in country and amount to transfer.
- 4) Select “Foreign Telegraphic Transfer”.
- 5) Under “Transfer Details”, select “I will pay” for “Agent/Beneficiary Bank Fee”.
- 6) Submit the FTT transaction.

For FTT transacted via Maybank2u.Biz (for Maker):

- 1) Login in Maybank2u.Biz.
- 2) Click Account & Banking.
- 3) Click Transfer.
- 4) Select “Foreign Telegraphic Transfer”.
- 5) Select country.
- 6) Under “Agent/Beneficiary Bank Fee”, select “I will pay (Recipient will receive the full transferred amount)”.
- 7) Submit the FTT transaction for Checker’s approval.

Q: Can Sender select G’OUR option when performing FTT transaction via Maybank2u or Maybank2u.Biz?

A: Yes. FTT with G’OUR option can be performed via Maybank2u or Maybank2u.Biz at Maybank Branches from Monday to Friday, 10.00am to 6.00pm, excluding public holidays and Federal Territory state holidays.