

Foreign Telegraphic Transfer (FTT) via Maybank2u and Maybank2u.Biz
- Frequently Asked Questions (FAQs)

- 1) Q: What is the Swift Code for Maybank?**
A: The swift code for Maybank is MBBEMYKL.
- 2) Q: Can I use Maybank2u or Maybank2u Biz FTT service 24 hours a day?**
A: The online FTT service is only available from Monday to Friday, 10.00am to 6.00pm, excluding public holidays and Federal Territory state holidays.
- 3) Q: What is the daily transaction limit for foreign fund transfers via Maybank2u or Maybank2u Biz?**
A: The minimum transaction is foreign currency equivalent of RM1 up to a maximum per day of RM49,999.00. You may perform more than one transaction per day up to the maximum amount only.
- 4) Q: Can I transfer any amount (i.e. not a round figure)?**
A: The amount transferred can include decimal points (example: USD 50.10, Baht 675.50) except for transfers in Indonesian Rupiah and Japanese Yen. These must be in whole figures without a decimal point. Example: JPY 5001 NOT JPY 500.60.
- 5) Q: What is the minimum FTT transfer amount via Maybank2u and Maybank2u.Biz so that I can be entitled for preferential rate?**
A: The minimum FTT transfer amount to be entitled for preferential rate is RM10,000.00 or equivalent in foreign currency (calculated based on prevailing market rate).
- 6) Q: How can I enjoy preferential rate for my FTT transaction via Maybank2u and Maybank2u.Biz?**
A: When you transact via Maybank2u or Maybank2u.Biz and meet the minimum send amount, your transaction will automatically be entitled to preferential rate.
- 7) Q: Why is the exchange rate at the confirmation of transaction page different from the initial rate that was quoted at the beginning of the transaction?**
A: Rates are on a real-time basis so the rates quoted would reflect fluctuations in the foreign exchange market.
- 8) Q: What is the daily transaction limit to be entitled preferential rate for FTT via Maybank2u and Maybank2u.Biz?**
A: The maximum transaction limit to enjoy preferential rate follows the current daily FTT transaction limit of RM49,999.00.
- 9) Q: How long will it take for the beneficiary to receive the money?**
A: Your FTT will be sent via SWIFT straight-through processing, but the actual time taken will depend on the respective agent or beneficiary's bank. It would roughly take between 1-3 working days.

10) Q: What is a SWIFT/BIC/BSB/IBAN Code? Where do I find my beneficiary's bank code?

A: SWIFT/BIC/BSB/IBAN Code is a unique identification code of for a particular bank or bank branch. Your beneficiary would be able to obtain this from their respective bank. Alternatively, you may be able to search online on the beneficiary's bank website or sites that list down the codes.

- SWIFT Code (8 or 11 alphanumeric characters)
- IBAN (up to 34 alphanumeric characters) - used mainly for Europe / Middle East
- BSB (6 digits) - used for transfers to Australia
- IFSC (11 alphanumeric characters) - used for transfers to India
- FED WIRE (9 digits) - used for transfers to United States
- SORT Code (6 digits) - used for transfers to United Kingdom

11) Q: What should I do if there are insufficient fields to enter full name/address of my beneficiary?

A: The FTT is sent via SWIFT which has limitation of number of characters that can be sent. Please input as much of the name or address as possible.

12) Q: I have keyed in wrong details such as account number, beneficiary's name and bank. How should I amend the details?

A: Visit the nearest MBB branch to request for amendments of details of your FTT.

13) Q: How do I cancel/stop a transaction?

A: Visit the nearest MBB branch to request for cancellation of your FTT.

Note: However should there be a cancellation, there may be a potential foreign exchange losses. Maybank shall not be liable for any such losses and that as the remitting party, customer shall bear the losses.

14) Q: Are there any charges imposed to amendments or cancel of the FTT transaction?

A: You would be charged a total of RM40 (RM10 service charge & RM30 cabel charge) for any amendments or cancellation of your FTT transaction.

15) Q: My Beneficiary claims non-receipt of fund. How can I find out the status of the payment?

A: Please contact our Customer Care Hotline at 1-300-88-6688 to check on status of your FTT.

16) Q: What should I key in under Transaction Reference?

A: You could key in additional supporting details i.e. invoice number, student ID number, etc. This information will be captured in transaction receipt. Do note that this is not a mandatory field to be filled in.

17) Q: Will my FTT be rejected after the transaction is completed?

A: Your FTT will only be rejected by the beneficiary bank if the beneficiary details are incorrect. The RM10 service fee and beneficiary bank/agent charges (if any) are not refundable if your FTT is rejected by the beneficiary bank.

18) Q: Does the beneficiary have to pay bank fees?

A: Apart from RM10 service fee debited from the sender, the beneficiary bank/agent may charge a fee to the beneficiary. This is usually deducted from the total payable to the beneficiary.

19) Q: What are Agent bank charges?

A: They are fees imposed by the Agent bank for processing of the transaction.

20) Q: How much is the Beneficiary bank/Agent bank charges?

A: The amount varies from country to country.