

Maybank-Bakong Transfer via MAE by Maybank2u App - Frequently Asked Questions (FAQs)

- 1) **Q: What is Maybank-Bakong Transfer service?**
A: Maybank-Bakong Transfer service allows a Maybank Current Account or Savings Account holder to transfer money to a Cambodia Bakong Wallet account beneficiary.
- 2) **Q: Can I use the Maybank-Bakong Transfer service on Maybank2u?**
A: The Maybank-Bakong Transfer service is only available via the Maybank2u MY App.
- 3) **Q: Can I key in my recipient's secondary mobile number?**
A: The mobile number that is entered must be the mobile number registered to your intended recipient's Bakong Wallet Account.
- 4) **Q: What is the daily transaction limit Maybank-Bakong Transfer?**
A: The daily transaction limit is RM10,000 or equivalent. Bakong Transfer has a combined daily transfer limit with Foreign Telegraphic Transfer, Maybank Overseas Transfer and DuitNow Overseas Transfer. You may perform more than 1 transaction per day up to the maximum amount only.
- 5) **Q: Why can't I transfer more than RM1,000 using the Maybank-Bakong Transfer?**
A: The daily transaction limit is defaulted to RM1,000. You may maintain your limit adjustments within the Maybank2u MY App within the settings.
- 6) **Q: What currency can I send via Maybank-Bakong Transfer?**
A: Maybank-Bakong Transfer only allows transfers in USD.
- 7) **Q: How long will it take for the beneficiary to receive the funds?**
A: Maybank-Bakong Transfer is a real-time transfer service and funds would be reflected in the beneficiary's Cambodia Bakong Wallet account real-time.
- 8) **Q: How do I cancel or stop a transaction?**
A: As Maybank-Bakong Transfer is a real-time transfer service, no cancellation is allowed as it would be reflected real-time in Beneficiary's Bakong Wallet account.
- 9) **Q: Will my transaction be cancelled after the transaction is completed?**
A: Should the transaction be rejected, you would be notified immediately as rejections for the transaction would be in real-time.
- 10) **Q: How much are the fees imposed for the Maybank-Bakong Transfer service?**
A: The sender will only be charged a low service fee of RM10 per transaction. There would not be any additional agent/beneficiary bank fees charged to the sender or beneficiary.