FREQUENTLY ASKED QUESTIONS (FAQ)

Scan & Pay with MAE via Samsung Wallet App

No.	Question	Answer
A. General Information		
1	What is Scan & Pay through Samsung Wallet?	A service that allows eligible Maybank customers to make QR payments using Samsung Wallet on compatible Samsung devices.
2	Who can use this service?	Maybank or Maybank Islamic Berhad (MIB) customers who: • Have an eligible active Maybank account or MAE Wallet; • Use a Samsung device with Samsung Wallet installed; and • Successfully complete the account / MAE wallet linking and authentication process.
3	Is Samsung Wallet considered a bank account?	No. Samsung Wallet is not a bank account and does not hold funds. Your monies remain with Maybank or MIB or MAE Wallet.
4	Is this service available for all Samsung devices?	Only compatible Samsung Devices that support Samsung Wallet can use this service. Please visit Samsung Malaysia website for more details.
5	Do I need the MAE app installed to use Scan & Pay via Samsung Wallet?	You will be required to install or authenticate via the MAE app during account linking or verification.
6	Is there any fee to use Scan & Pay through Samsung Wallet?	No. Maybank does not charge any additional fees for using this service.
7	Do the Terms & Conditions of Scan & Pay Through Samsung Wallet App apply together with other Maybank terms?	Yes. The Terms & Conditions of Scan & Pay Through Samsung Wallet App should be read together with Maybank's other applicable terms which can be found at Maybank2u.com.my.
B. Account Linking & Usage		
8	How do I add my Maybank account or MAE Wallet to Samsung Wallet?	From Samsung Wallet • Open Samsung Wallet • Select "QR Payment Services"

		• Select "Add Maybank" and proceed the linking on Maybank2u website. • Follow the on-screen steps to link your Maybank account or MAE Wallet. You will be required to complete the two-factor authentication on MAE Wallet.
9	How does account linking work?	It is a one-time authorisation via Secure2u allowing Samsung Wallet to access selected Maybank account or MAE Wallet information for QR payments.
10	Can I link more than one Maybank or MIB account?	No. Only one Maybank or MIB account or MAE Wallet can be linked at a time.
11	Can I stop using the service after linking?	Yes. You may unlink your account at any time through Samsung Wallet settings.
12	If I unlink, can I use the service again later?	Yes. You will need to complete the linking and authentication process again.
13	Where can I scan to make a payment?	You can scan a merchant's or an individual's QR code.
C. Transactions & Limits		
14	Are there transaction limits?	Yes. Transactions are subject to Maybank's existing QR payment limits and security controls.
15	Can I cancel or change the QR payment?	No. Once confirmed, a QR payment cannot be cancelled or changed. For transaction issues or disputes, please contact Maybank.
16	Will I need to authenticate every transaction?	Yes. Authentication such as Secure2u, biometric authentication, Samsung PIN, or other security methods prescribed by Maybank may be required.
17	Can I receive payment using Samsung Wallet Scan & Pay?	Yes. You can show your QR code in Samsung Wallet for others to scan, subject to service availability.
18	How will I know if my transaction is successful?	A confirmation screen will appear in Samsung Wallet, and the transaction will be shown in your Maybank transaction history.
19	Can I use Samsung Wallet to transfer funds or withdraw cash at an ATM?	No. Samsung Wallet does not support fund transfers or ATM cash withdrawals. It can only be used for QR payments via your linked Maybank account or MAE Wallet.

20	How many days of transaction history can I view?	You can view up to 90 days of transaction history.
21	How can I add money to my linked MAE Wallet or Maybank account in Samsung Wallet?	You can add funds to your MAE Wallet or Maybank account using your usual methods, such as through the MAE app, Maybank2u web, or transfers from other bank accounts.
D. Data & Privacy		
22	What information is shared with Samsung Wallet?	Only encrypted information required to enable the service is shared, such as: • Masked account details; • Available balance; and • Recent transactions history (up to 90 days).
23	Will my full account number or login details be shared?	No. Full account numbers, login credentials, and security information will not be shared.
24	Does Samsung store my banking information?	No. Banking information is stored locally on your device and not stored or used on Samsung's servers.
E. Security Responsibilities		
25	What should I do to keep my account secure?	Keep your device secure, enable device locking, do not share credentials, and notify Maybank if your device is compromised.
26	What happens if my device is lost or stolen?	Please inform Maybank immediately by calling customer service to prevent unauthorised transactions and take appropriate steps with Samsung to secure your device and Samsung Wallet.
F. Disputes & Support		
27	Who should I contact if there is an issue with my payment?	Contact Maybank for QR payment-related issues, which will be handled under existing DuitNow QR procedures.
28	Who handles issues related to the Samsung Wallet app?	Issues related to the Samsung Wallet app are handled by Samsung Malaysia Electronics (SME) or its company affiliates.

		Customers may refer to Samsung's official website or Samsung Support section for information on SME and its affiliated companies.
29	How do I report an unauthorised QR transaction?	Contact Maybank immediately for assistance and investigation.
G. Suspension and Termination		
30	Can Maybank suspend or terminate this service?	Yes. Maybank may suspend or terminate the service due to security, regulatory, or operational reasons.
31	What happens if my account is suspended by Maybank?	Your access to Scan & Pay via Samsung Wallet will also be suspended.