

1. **What is the financing tenure?**

Financing tenure is up to 35 years or age 70.

2. **Is there any down payment required?**

Product Type	Down payment
MaxiHome and CM Home Financing-i	10 -50%
My First Home Scheme/-i	Less than 10%

3. **What other costs should I expect?**

- RM200 processing fee
- Stamp duty
- Legal and will/wasiat-writing fees

4. **How is my monthly payment amount calculated?**

Your monthly payment is calculated based on the approved loan/financing amount, prevailing interest or profit rate and loan/financing tenure.

5. **When do I start making the first payment?**

- Interest/profit is payable on the 1st day of the following month after 1st disbursement of the facility which takes place upon receipt of 1st billing from developer.
- If you opt for Mortgage Reducing Term Assurance/Takaful (MRTA/MRTT) policy or Credit Level Term Assurance/Takaful (CLTA/CLTT) policy coverage to take effect upon completion of all legal documentation pending first disbursement of the facility, the Bank will charge the loan/financing account for the MRTA/MRTT or CLTA/CLTT premium/contribution (for finance cases), payable to the Approved Insurer/Takaful. Any interest accrued on the sums charged payable on the first day of the following month.

6. **Who will pay for the Insurance/Takaful?**

The applicant is responsible for Insurance/Takaful and can choose to pay upfront or capitalize onto the mortgage loan.

7. **Can I choose between Conventional or Islamic financing?**

Yes, the facility is available under both conventional and Islamic financing.

8. **Can I apply for a moratorium once the loan is approved?**

The facility must be disbursed first before customer can apply for moratorium. Moratorium is subject to customer meeting the eligibility criteria and Bank's approval.

9. **Can I apply for Electronic Standing Instruction mode for loan payment via MAE account? If yes, does this impact my monthly capping limits?**

Recurring payment can be done via MAE or apply VSI through branch.

10. **What is the requirement to be a guarantor?**

This is currently not applicable for Maybank Home²u users.

11. **How many years is the lock in period and how much is the service fee for an early settlement?**

For under construction property, a Service fee of 2.00% of the approved financing amount will be charged if facility is settled within the period from:

- (i) The date of first disbursement of the Facility; and
- (ii) The date failing 1 year after the date the property is completed with CCC issued in respect of the property

Lock in period and service fee for early settlement is not applicable for Islamic financing.

12. **Is there flexibility for me to choose term loan/overdraft facility or both?**
No.
13. **How much is the loan margin and is there any compounding profit rate as late payment charges?**
Loan/financing margin depends on package selected, customer eligibility and number of financing under the customer's record. Compounding profit is not allowed under Islamic financing and the profit computation shall be on the principal outstanding balance only.
14. **Once the loan is approved, would it be eligible for refinancing in the future?**
Refinancing is only eligible for MaxiHome and CM Home Financing-i (i.e not eligible for My First Maybank Home Scheme/-i)
15. **How do I apply for Maybank Home financing with Maybank Home²u?**
You may apply via the MAE app.
16. **How will I know if my application is successful?**
Your application status will be displayed in Maybank Home²u under Application. This is a live status that is constantly updated for your reference.
17. **I am a new customer to Maybank and only have MAE account. How do bank verify my signature and thumbprint details for Maybank Home²u application?**
For now, the Maybank Home²u feature is only available for Maybank's existing customers.
18. **Do I have to redo the entire application when facing an issue (e.g no battery, no network) in the middle of it?**
Unfortunately, your inputs will not be saved if you leave the app unintentionally. However, eligibility results and upfront approvals will be auto-saved.
19. **Is there any device that is not compatible with Maybank Home²u application?**
All devices that are compatible with the MAE app can go through Maybank Home²u application.
20. **Can I apply for the loan alongside a joint applicant?**
For current release, mortgage application via Maybank Home²u is only applicable for single applicants. In future releases, it will be open for both single and joint applicants.
21. **What supporting documents do I need to submit?**
No submission is required during application, but you may be asked to provide certain documents (e.g.: NRIC, booking forms, and etc.) to be verified by our sales representative during KYC.
22. **Would there be any additional documentation that I would need to submit at the branch?**
None.
23. **What is the minimum tenure period?**
The minimum tenure period is 5 years which is the same across all the mortgage products.
24. **Is there a time frame for me to submit my application?**
You can submit anytime.
25. **Will I be given a reason as to why my application has failed?**
We will not inform you why your applications has failed. Your Sales representatives will attend to your queries and guide you to the next step.