

FOR INTERNAL CIRCULATION ONLY

Frequently Asked Questions (FAQs) : Halal Facilitation Initiative

Q1. What is Halal?

A1. "Halal" is an Arabic term which means "matters that are permissible and lawful in Islam", per Shariah Law. A Halal product or service provides assurance that it conforms to purity and specific quality.

Halal is not only based on faith, but also based on hygiene and sustainable ethical standards.

Q2. What is "Shariah Law"?

A2. Islamic code of conducts derived from sources of Shariah.

Q3. Is Halal only applicable to Muslims?

A3. No. While it is mandatory for Muslims to consume Halal products and services, Halal can be applied to any races or religions.

Q4. Why is Halal certification important?

A4. Halal certification assures that products and services are thoroughly checked in accordance to Islamic Shariah Laws by Jabatan Kemajuan Islam Malaysia (JAKIM) or Jabatan Agama Islam Negeri (JAIN).

Q5. What is Halal Facilitation, offered by Maybank Islamic?

A5. Halal Facilitation is an Initiative to facilitate Maybank Islamic customers' Halal journey via a digital platform called "Taqyim".

Q6. What is "Taqyim"?

A6. Taqyim is an online digital platform to assess customer's Halal readiness prior to submission to JAKIM/JAIN for Halal certification approval. Customers are required to answer a set of questions pertaining to their business, related to Halal matters.

Taqyim resides on the online CoreHalal platform, owned and managed by Synxsoft Sdn Bhd, Maybank Islamic's strategic partner under this Initiative.

Q7. Are there any fee & charges for Halal Facilitation?

A7. No. This will be free of charge.

Q8. Who are the target customers for Halal Facilitation?

A8. Target customers for Halal Facilitation are:-

- (a) SME businesses i.e. Sole-proprietorships / Partnerships / Limited Liability Partnerships / Professionals / Pte Ltd companies who are yet to be Halal certified entities.
- (b) Existing customers who maintain their main operating account (i.e. Islamic Current Account) with Maybank Islamic.
- (c) Nature of business : food & beverage, pharmaceutical and cosmetics, for a minimum period in business of twelve (12) months.

Q9. Can New to Bank (NTB) customers apply Halal Facilitation?

A9. Yes. Please be guided by the following steps:-

- (a) Customer to open an Islamic Current Account immediately with submission of documentary evidence.
- (b) Intended customer's main operating account is maintained with Maybank Islamic for at least 3 months.

Q10. What is "main operating account"?

A10. Main operating account refers to an Islamic Current Account where customers remit at least 80% of their business proceeds into.

Q11. Can customers with lesser than 3-months account activity be on-boarded into Halal Facilitation?

A11. Yes on case-to-case basis, subject to:-

- (a) Obtaining approval from Head, Halal Economy.
- (b) Submission of documentary evidence that prior to submission of Halal certification application to JAKIM:-
 - (i) Account opening with Maybank Islamic has been done.
 - (ii) Customer's main operating account is maintained with Maybank Islamic for the past 3 months.

Q12. Can customers apply if they maintain a conventional Current Account with Malayan Banking Berhad?

A12. Yes. However, as part of the customers' Halal journey, an Islamic Current Account is essential. Conversion from a conventional Current Account to Islamic Current Account can be done seamlessly via account portability of CASA (EVO), without the need to change the account number.

Note:- Conversion must be successful and prior confirmation to be eligible for this Initiative from Head, Halal Economy is required.

Q13. Can customers located outside Malaysia apply for Halal Facilitation?

A13. No. Halal Facilitation is only applicable for companies registered and operating in Malaysia.

Q14. How will Halal Facilitation benefit the customer?

A14. Benefits of Halal Facilitation are:-

- (a) Access to working capital financing.
- (b) Reliable Taqyim tool to assess Halal readiness.
- (c) Gain better insights of Halal awareness, information and certification process.
- (d) Streamline process in getting Halal certification.
- (e) Relieved of high costs charged by external Halal consultants, in pursuing the certification.
- (f) Mitigate risk of being scammed by fake Halal consultants.

Q15. When will Halal Facilitation be made available to customers?

A15. From 20th September, 2023.

Q16. How do customers enroll for this program?

A16. Interested customers can enroll through the Halal landing page located at the Maybank2u website at www.maybank2u.com.my

Q17. Where can customers get further information on Halal Facilitation?

A17. Visit any Maybank and/or Maybank Islamic branches nationwide or contact our Maybank Group Call Centre at 1-300-88-6688 (local) / 603-78443696 (overseas) or e-mail @ mgcc@maybank.com.my

You may also send your queries to Maybank Islamic's Halal Team @ halal@maybank.com or contact 03-22958888 (extension 3741 / 8902).