

Maybank2u e-Duit Raya

FREQUENTLY ASKED QUESTIONS

1. What is e-Duit Raya?

e-Duit Raya is a simple and convenient way to send money gifts from your savings/current account to anyone with a MAE account or any existing Maybank2u customers via the Maybank2u website and Maybank app.

2. Are there any charges for using Maybank2u e-Duit Raya?

There are no charges for Sending or Receiving e-Duit Raya. Additionally, since this year's e-Duit Raya campaign will be using QRPay and MAE platform, the Recipient will receive their e-Duit Raya almost immediately after it is sent.

3. For last year's e-Duit Raya campaign, the Recipient was required to input a "Collect Code" in order to receive any e-Duit Raya. Will it be the same way this year?

No, the Recipient would not need to input a "Collect Code" to receive their e-Duit Raya this year, as this year's Raya campaign will be using QRPay and MAE platform. As long as the Recipient is a registered user of Maybank2u or MAE and have their QRPay enabled, the Recipient will receive their e-Duit Raya almost immediately.

4. I have just completed an e-Duit Raya transaction, but why is my money not deducted yet?

If your Recipient does not have a MAE account, your money will only be deducted once the Recipient of your e-Duit Raya has successfully opened a new MAE account. However, if you received an error while sending e-Duit Raya via MAE and couldn't complete your transaction, it could be because (a) you have insufficient balance in your MAE account, and/or (b) your receiver has more than RM4,999.99 balance in their account.

5. What is the maximum limit to send an e-Duit Raya?

You can send up to RM2,999.99 per e-Duit Raya via your MAE account. However, if you're sending e-Duit Raya via QRPay, you can send e-Duit Raya with an accumulated value of up to RM1,000 per day or as per your QRPay's maximum daily limit.

6. For the Recipient, what is the maximum amount they can receive the e-Duit Raya?

The Recipient can receive as many e-Duit Raya throughout the campaign period, as long as their MAE account balance does not exceed RM4,999.99 at a time.

7. I have received an e-Duit Raya. When is the last date to redeem it?

You can redeem the e-Duit Raya at any time within the campaign period, which is from now till 15th July 2019. To redeem the e-Duit Raya, open a MAE account on the Maybank app.

8. I've sent the e-Duit Raya to a wrong number via MAE. What should I do?

Please ensure the mobile number saved in your phone's Contact list is the intended recipient's mobile number, as MAE will browse through your contacts for mobile numbers that are already signed up for MAE.

9. How many times can I donate to Maybank Heart?

There's no limit to how many times you can donate. Additionally, the minimum amount of donation is as low as RM0.01, while the maximum amount depends on your Internet Banking Transfer Daily Limit.

10. Do I get cashback each time I send e-Duit Raya to the same individual?

No, you may not get cashback for each time you send an e-Duit Raya to the same individual. Our cashback runs on a randomiser program that will give the Sender alternate rewards in between each e-Duit Raya they send.

11. If I do not have any account with Maybank, how do I receive e-Duit Raya via Maybank App?

It's easy! You just need to download the Maybank app and open a MAE account. Upon successful MAE account opening, the e-Duit Raya sent to you will be immediately credited into your MAE account.

12. Is there any criteria to open up a MAE account?

For you to open up a MAE account, you must be;

- I. Age 12 and above
- II. Malaysian and Non-Malaysian
- III. New bank or Existing bank customers
- IV. Available for new registration only between 6.00am to 11.00pm daily

For any additional questions related to MAE, you may refer to the MAE FAQ here:

https://www.maybank2u.com.my/iwov-resources/pdf/personal/digital_banking/MAE_FAQ.pdf