

## Frequently Asked Questions (FAQs)

### Transaction Limit Cooling-Off Period

1. Transfer limit
2. Pay limit

### Transfer Limit Cooling-Off Period

No.	Question	Answer
1	What is the Transfer Limit Cooling-Off Period?	<p>The Transfer Limit Cooling-Off Period is a 12-hour cooling-off period that will be implemented when you request to increase your transfer limits via the Maybank2u website (under Settings &gt; Pay &amp; Transfer &gt; Transfer Limit). This change is applicable to the following online services:</p> <ul style="list-style-type: none"> <li>• Third-party transfers (Maybank to Maybank)</li> <li>• Interbank transfers (DuitNow, DuitNow-Transfer and GIRO)</li> <li>• FPX &amp; DuitNow Online Banking/Wallets</li> <li>• Overseas Transfer</li> <li>• MIGA-i Transfer</li> <li>• Bakong Transfer Limit</li> <li>• ASNB Own Account Transfer</li> <li>• ASNB 3rd Party Transfer</li> <li>• Tabung Haji Own Account Transfer</li> <li>• Tabung Haji 3rd Party Transfer</li> </ul> <p>Please note that these changes apply to transactions performed on both the Maybank2u website and the MAE app.</p>
2	Why do we need a Transfer Limit Cooling-Off Period?	<p>The cooling-off period is introduced to curb online banking fraud by safeguarding our customers from scammers attempting to increase transfer limits for unauthorised high-value transactions. In such cases, it serves as a security measure, providing our customers with time to take preventive actions, such as contacting our Customer Care hotline at 1300-88-6688 or activating Kill Switch via the Maybank2u website or MAE app to temporarily block the online banking account before the higher limits take effect.</p>

No.	Question	Answer
		This is in line with our continued efforts to enhance the safety and security of our customers' online banking experience.
3	How long is the Transfer Limit Cooling-Off Period?	The Transfer Limit Cooling-Off Period is 12 hours, starting from the moment you submit your request.
4	Can I still make transactions during the cooling-off period?	Yes, during the cooling-off period, you can continue to make transactions up to your previous transfer limit. The new increased transfer limit will only take effect once the 12-hour cooling-off period ends. This allows you to carry on with your usual transactions without disruptions.
5	Will a cooling-off period be applicable for a decrease in the transfer limit?	No, the cooling-off period only applies to increases in your transfer limit.
6	How does the cooling-off period impact online transactions?	<p>During the cooling-off period, you can only perform transfers up to your previous transfer limit. The new transfer limit will take effect after the 12-hour period ends.</p> <p><b>Example 1:</b> If you increase your transfer limit for third-party transfers from RM10,000 to RM50,000, you can still transact up to RM10,000 during the cooling-off period. Once the cooling-off period ends, you will be able to perform transactions up to RM50,000.</p>
7	<p>Can I change my transfer limit during an 'active cooling-off period'?</p> <p>Note: "Active Cooling-Off Period" refers to when a user has increased their transfer limit, and as a result a cooling-off period is activated.</p>	<p>Yes. Simply follow the same steps to increase or decrease your transfer limit. However, a cooling-off period will start over if the new transfer limit is greater than the existing transfer limit.</p> <p>Existing Transfer Limit = RM10,000            New Transfer Limit #1= RM20,000            New Transfer Limit #2 =RM15,000</p> <p><u>Scenario</u>  <b>[9 June 2024 10:00AM]</b>  <b>The user increases his or her transfer limit from RM10,000 to RM20,000</b>            As the transfer limit change is an increase, a cooling-off period of 12 hours is imposed and the new transfer limit will take effect only after 12 hours, starting at 10 pm onwards. For the time being, the user can transact up to RM10,000.</p> <p><b>[9 June 2024 12:30 PM]</b></p>

No.	Question	Answer
		<p><b>The user increases their transfer limit from RM10,000 to RM15,000</b>            This new transfer limit change will override the previous transfer limit change, starting a new 12-hour cooling-off period. The updated transfer limit will take effect starting from 12:30 am onwards.</p>
8	How will I know if a cooling-off period is in effect?	You will receive notifications via SMS or push notifications via the MAE app when a cooling-off period starts and ends.
9	Can I cancel a transfer limit increase request during the cooling-off period?	No, once you request to increase the transfer limit, you cannot cancel it. However, you can change the transfer limit again, which will reset the cooling-off period so long it is higher than your current limit. During this period, you can still transfer up to your existing limit.
10	What happens if I try to make a transaction that exceeds my current transfer limit during the cooling-off period?	The transaction will be declined if it exceeds your existing transfer limit during the cooling-off period. Please perform your transaction after the cooling-off period ends.
11	Are there any exceptions to the cooling-off period for urgent transactions?	No, the 12-hour cooling-off period is a mandatory requirement for all transfer limit increases, with no exceptions. We highly encourage you to plan your transactions in advance to smoothly navigate this regulation.
12	How do I increase my transfer limit?	<p>To increase your transfer limit, please follow the steps below:</p> <ol style="list-style-type: none"> <li>1. Log in via <a href="http://www.maybank2u.com.my">www.maybank2u.com.my</a></li> <li>2. Go to 'Settings' in the top right corner</li> <li>3. Click the 'Pay &amp; Transfer' tab, then click 'Transfer Limit'</li> <li>4. Click the pencil icon next to your chosen transfer type</li> <li>5. Select from the dropdown the amount you want to set as your new transfer limit</li> <li>6. Select 'Save Changes' and verify it with Secure2u if your new transfer limit is higher than your current limit</li> <li>7. You will receive a push notification from the MAE app to inform you that your new transfer limit will take effect after the cooling period.</li> <li>8. After 12 hours, you will receive a push notification via the MAE app or SMS to inform</li> </ol>

No.	Question	Answer
		you that the cooling-off period is completed, and your latest and increased transfer limit will be reflected.

### Pay Limit Cooling-Off Period

No.	Question	Answer
1	Can I still make payment transactions during the cooling-off period?	Yes, during the cooling-off period, you can continue to make payment transactions up to your previous limit without disruptions. The new increased limit will only take effect once the 12-hour cooling-off period ends.
2	Can I adjust my online pay limit again during this cooling-off period?	Yes, you can adjust your pay limit during this period. However, if the adjustment involves setting a higher limit, the cooling-off period will reset. You will need to undergo another full 12-hour cooling-off period before the new limit takes effect. This reset is part of our security measures to ensure the safety of your account.
3	During the cooling-off period, what happens if I request to adjust my pay limit equal to or lower than my current pay limit?	If you request to adjust your pay limit equal to or lower than the current limit during the cooling-off period, it will be reflected immediately.
4	How will I know if a cooling-off period is on-going?	You will receive notifications via push notifications or SMS when a cooling-off period starts and ends.
5	How to increase my Pay limits?	<ol style="list-style-type: none"> <li>1. Login with your Maybank2u access</li> <li>2. Go to 'Settings'</li> <li>3. Click on the 'Pay &amp; Transfer' tab</li> <li>4. Select 'Pay Limit'</li> </ol>

No.	Question	Answer
		<ol style="list-style-type: none"> <li>5. Click on the pencil icon to update the respective payment type limit</li> <li>6. Click on the dropdown and select the intended new limit</li> <li>7. Click 'Save' to confirm the new limit</li> <li>8. For an increase in the limit, to click 'Proceed' on the pop-up to acknowledge the change and the risks</li> <li>9. To click 'Request' to trigger the Secure2u approval</li> <li>10. To approve the Secure2u on the Secure2u registered device</li> <li>11. The limit update will then be 'in-progress' status as a 12-hour cooling period will take effect, before the new limit will be reflected</li> </ol>
6	How to decrease my Pay limits?	<ol style="list-style-type: none"> <li>1. Login with your Maybank2u access</li> <li>2. Go to 'Settings'</li> <li>3. Click on the 'Pay &amp; Transfer' tab</li> <li>4. Select 'Pay Limit'</li> <li>5. Click on the pencil icon to update the respective payment type limit</li> <li>6. Click on the dropdown and select the intended new limit</li> <li>7. Click 'Save' to confirm the new limit</li> <li>8. Click 'Confirm' to have the new limit reflected immediately</li> </ol>