

## Simplified ShopeePay top-up (under RM250)

### Frequently Asked Questions (FAQ) as of 28 September 2020

**1. What is this service about?**

This service is a hassle-free solution to top-up your ShopeePay by linking it to your Maybank2u account. Once linked, you can top up the ShopeePay without the need to enter your Maybank2u username, password and Transaction Authorisation Code (TAC), as long as the top-up-amount is less than your set daily limit (up to RM250.00).

**2. Is this service applicable to me?**

All Shopee Malaysia and Maybank Malaysia customers who have a Shopee account and/or one of the Maybank accounts below:

- a. Savings Account/-i
- b. b. Current Account/-i
- c. c. MAE Account

To top your ShopeePay up to your daily cumulative transaction limit (up to RM250.00)

**3. How do I link my Maybank2u account to ShopeePay?**

Step 1: Launch the Shopee App on your phone and tap 'Me'

Step 2: Tap on Shopee Pay, then tap 'Top Up'

Step 3: Tap 'Payment' and select 'Maybank2u', 'Link Bank Account Now'

You will be redirected to maybank2u.com.my via an in-app browser

Step 4: Log in to your Maybank2u account as usual

Step 5: Choose your desired Maybank account to link with ShopeePay. Then, select how long you want to link ShopeePay to your account, and set your daily transaction limit (up to RM250)

Step 6: Review your settings and tap 'Set it up'

Step 7: Confirm linkage with SMS TAC

Step 8: Once your account is linked, you will be redirected back to your Shopee App (Tap 'Return' if it doesn't happen automatically)

**4. How long does it take to link my Maybank account with ShopeePay?**

The linkage is instant and once you are redirected back to Shopee, you will be able to use your Maybank2u account to top up to your ShopeePay.

**5. What is a daily limit?**

The amount that you enter as your daily limit (minimum RM10.00 and up to a maximum of RM250.00) will be the maximum amount of money that can be debited from your chosen Maybank2u account to ShopeePay on a daily basis. If you have exceeded the limit set (e.g. if you want to top up another RM500.00 in a single day), subsequent transactions will not be successful. A sample scenario of the daily limit – if the limit is set to RM250, is illustrated below:

Transaction	Top-up Amount	Daily Limit Used	Transaction Status
1 <sup>st</sup> Top-up of The Day	RM240.00	RM240.00	Successful
2 <sup>nd</sup> Top-up of The Day	RM20.00	Limit Exceeded	Failed

**6. What does the "access expiry duration" mean?**

For the security of access to your Maybank2u, this payment access will expire after a set period; choose from a duration of 3, 6 or 12 months that you would like this payment access

to be valid for and it will expire after the duration ends. For example, if you set up your payment access on 1 January 2020 at 1:00PM and set it to expire in 12 months, it will expire on 1 January 2021 at 1:00PM.

**7. What happens after the payment access with Shopee expires?**

You can renew your payment access on the Shopee app or via [maybank2u.com.my](http://maybank2u.com.my). If you do not wish to renew this service, it will discontinue after the expiry date and you will need to login to Maybank2u to carry out a one-time top-up to ShopeePay via FPX.

**8. To which mobile number will the Transaction Authorisation Code (TAC) be delivered to?**

The 6-digit TAC will be delivered to the mobile number that is registered with your Maybank account.

**9. I did not receive the TAC, what should I do?**

If you did not receive the 6-digit TAC, please check your mobile connectivity to see if you have enough mobile coverage in your area; if you are still facing this issue, request another TAC; if it is not resolved, please contact Maybank's Customer Care Team at 1-300-88-6688. Please DO NOT share your TAC with anyone else.

**10. I have already linked my Maybank account to ShopeePay, but the transaction failed. What should I do?**

Please check if you have enough money in the linked Maybank account. If the issue persists, please take note of the error message on the ShopeePay and contact Maybank's Customer Care Team at 1-300-88-6688.

**11. I noticed a suspicious transaction conducted through my ShopeePay; what should I do?**

Immediately contact Shopee to block your account and Shopee will investigate the issue. Then, login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my) and remove the payment access (as per FAQ item 12).

**12. I want to remove this payment access, what should I do?**

- Step 1: Login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my)
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap "Remove"

**13. Can I turn off this payment access for a short period of time?**

- Step 1: Login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my)
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap on the "EDIT" icon
- Step 6: Tap on the toggle to deactivate this payment access; it is considered deactivated when the toggle is grey in colour

**14. I want to edit my daily limit, what should I do?**

- Step 1: Login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my)
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap on the "EDIT" icon
- Step 6: Enter your desired daily limit, up to a maximum of RM250.00
- Step 7: Tap "UPDATE" and you are done

**15. How can I change the Maybank2u account that is linked to ShopeePay?**

- Step 1: Login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my)
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap on the "EDIT" icon
- Step 6: Choose which Maybank account you would like ShopeePay to be linked to
- Step 7: Tap "UPDATE" and you are done

**16. How do I renew my payment access to ShopeePay?**

- Step 1: Step 1: Login to your Maybank2u account via [maybank2u.com.my](http://maybank2u.com.my)
- Step 2: Tap on "Settings"
- Step 3: Tap on "Pay & Transfer"
- Step 4: Tap on "Linked Accounts"
- Step 5: Tap on "RENEW"
- Step 6: Set your payment settings and tap "RENEW"
- Step 7: Confirm the transaction

You have successfully renewed your payment access to ShopeePay.