

## DuitNow Overseas Transfer Frequently Asked Questions (FAQ)

### 1. What is DuitNow Overseas Transfer?

*DuitNow Overseas Transfer is a real-time online fund transfer service that allows you to transfer and receive funds to and from foreign countries using DuitNow IDs instead of account numbers. You may register and transfer funds using DuitNow Overseas Transfer via Maybank2u Web and the MAE App.*

### 2. What is DuitNow ID? Is it compulsory to have a DuitNow ID and how do I get it?

*Your mobile phone number will be the DuitNow ID. It is an identifier which will be used to register your account number. Follow the steps below to register a DuitNow ID.*

#### **DuitNow ID Registration via Maybank2u Web**

1. Log in to Maybank2u
2. Go to 'Apply'
3. Select 'DuitNow' and click 'Apply Now' to proceed for DuitNow ID registration.
4. Select your preferred account number to pair with your ID number reflected in Maybank2u.
5. Click 'Done' to complete the registration.

#### **DuitNow ID Registration via the MAE App**

1. Launch your MAE app and log in
2. Select settings (gear icon) on the top left of screen
3. Tap on 'Maybank2u' and select 'DuitNow'
4. Select 'Register' to proceed for DuitNow ID registration
5. Select your preferred account number to pair with your ID number reflected in the app.
6. Tap 'Done' to complete the registration

### 3. Which country and currency can I transfer/receive money via DuitNow Overseas Transfer?

*Singapore. Transferring from Malaysia to Singapore is in Singapore Dollar (SGD). Receiving from Singapore to Malaysia is in Ringgit Malaysia (MYR).*

### 4. Will I be able to transfer money to a mobile number with a non-Singaporean country code?

*Yes, you will be able to, if the recipient's mobile number is registered with Singapore's PayNow. Please ensure the **country prefix** e.g. +65, +60, etc and phone number is correct when you select the recipient.*

### 5. Can I make a DuitNow Overseas Transfer with funds in my MAE wallet?

*No. You will have to use funds in your Savings or Current Account (CASA) to make a DuitNow Overseas Transfer*

**6. Can I register a DuitNow ID with more than one (1) bank?**

*No, each DuitNow ID is unique. Hence it can be registered to only one account in a bank.*

**7. Which type of account can be registered for DuitNow?**

*Savings or Current Account can be registered for DuitNow.*

**8. Can I choose the account I would like to register for DuitNow? Can I change the account in the future?**

*Yes, you may do so via Maybank2u Web or the MAE App.*

**9. I am not a Malaysian. Can I register for DuitNow?**

- a) Yes, you may register on Maybank2u Web if you have an active Maybank2u login and username. DuitNow registration can be performed using your international mobile number or the passport number that you have registered with Maybank.*
- b) You may also register at any Maybank branch.*
- c) You may update your DuitNow mobile number via Maybank2u Web and your passport number at any Maybank branch.*

**10. What is the daily transfer limit of DuitNow Overseas Transfer on Maybank2u and the MAE App?**

*You can transfer up to RM 3,000 per day across Maybank2u Web and the MAE App. The daily transfer limit is a subset of the Foreign Telegraphic Transfer (FTT) Limit.*

**11. What is the transaction fee of DuitNow Overseas Transfer?**

*Refer to the table below. (Subject to change)*

<b>Fee (RM)</b>	<b>Channel</b>
Waived until further notice (RM 0.00)	Maybank2u Web and the MAE App

**12. Will I be able to verify if I have keyed in the correct mobile number when making a transfer?**

*Yes, once you have keyed in the mobile number, the first two letters of the registered account holder's first and last name will be displayed (E.g. Da\*\*\*\* Ar\*\*\*). It is important that you check if this detail belongs to the intended recipient before confirming the transfer.*

**13. Can a third party register my mobile number to their account number for DuitNow?**

*No, third party registration is not allowed. Your mobile phone number, i.e. the DuitNow ID can be registered to your own account number only.*

**14. Can I cancel my DuitNow Overseas Transfer transaction (when transfer amount has been debited from my account)?**

*All cancellation requests will be managed on a best-effort basis. If the transferred amount has been recalled successfully, the final refunded amount will be netted off for a recall fee of RM47, and the foreign exchange rate will be based on the day of refund.*

**15. Is DuitNow Overseas Transfer available 24/7?**

*Yes, this service is available 24/7 except during system maintenance.*