

Maybank Currency Exchange Frequently Asked Questions (FAQ)

Question	Answer
What is Maybank Currency Exchange?	<p>Maybank Currency Exchange offers digitally transmitted real-time Foreign Exchange rates for customers to monitor, book and execute online foreign exchange (FX) transactions.</p> <p>Features that are available:</p> <ul style="list-style-type: none"> • Place order to instantly buy or sell foreign currencies • Customize Watchlist for FX rates monitoring • Gain market insights via FX News and Charts • Check funds required to buy a currency using Currency Calculator
What is the service hour?	The service hour would be 24/7 except during scheduled maintenance periods.
What is the criteria to enjoy Maybank Currency Exchange Services?	You will need to have a Maybank Global Access Account-i to enjoy the services.
What are the currencies available?	The list of supported currencies would be the same as the currencies offered in Global Access Account-i.
What is my maximum conversion limit per day for Currency Exchange?	The conversion limit per transaction is subject to the limits set by the Bank for each currencies and is further subjected to the limit under the Bank Negara Malaysia (BNM) Foreign Exchange Policy. Any conversion that is identified as not approved by BNM's Foreign Exchange Policy will be rejected prior to the completion of the transaction.
Why are some of my accounts not displayed in the "Transfer from" and "Transfer to" list when I am making a transfer?	You will only be able to select active accounts. If a particular account is not available, the account is likely to be dormant or in the case of "Transfer from" account, nil balance. Please email us at mgcc@maybank.com.my or dial in to Maybank Group Customer Care (MGCC) at 1-300-88-6688 or visit our branches if you require further assistance.
When will the funds be available in the account?	Funds from currency conversion are available once the transaction is successfully executed.
Where do I check my FX transaction history?	Click on "View Transactions" on Global Access Account-i page.

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Can I cancel my previous transaction?	Once the order is confirmed successful, you will not be able to reverse or unwind the transaction.
What happens if I am unsure of my orders being booked?	You may check your transaction in the "View Transactions" on Global Access Account-i page. Alternatively, you can email us at mgcc@maybank.com.my or dial in to Maybank Group Customer Care (MGCC) at 1-300-88-6688 or visit our branches.
Why can't I perform the currency conversion?	There may be several reasons leading to order failure. You may email us at mgcc@maybank.com.my or dial in to Maybank Group Customer Care (MGCC) at 1-300-88-6688 or visit our branches if such incident occurs.
Where can I download the receipt?	From the Global Access Account-i dashboard on the MAE app, tap on "View Transactions" and select "M2u History" from the "Transaction History" drop down list to download the receipt.
Is there any declarations or regulations that I need to comply to transact using Currency Exchange?	When you enter the order screen for the first time, you will be prompted to acknowledge the Terms and Conditions governing Currency Exchange services before execution. You will also be subject to BNM Foreign Exchange Policy and will be required to acknowledge the same before you proceed with order booking.
Can I convert and credit the currencies to a third party account?	Foreign currency conversion is allowed within your own Global Access Account-i and also between your Global Access Account-i and your Current Account/-i or Saving Account/-i. You can execute the transfer to a third party account after the converted foreign currency is credited to your Global Access Account-i.
Can I convert from one foreign currency to another foreign currency?	You are allowed to convert one supported foreign currency to another supported foreign currency.
Is the indicative exchange rate quoted on the order screen the final transaction rate?	The exchange rate quoted on the order screen is only an indicative rate. You will need to click "Next" and then "Get Quote" to go to the confirmation page. The final rate is displayed on the confirmation page.