

## Maybank2u Online Unit Trust FAQs

### 1) What are the benefits of using Maybank2u Online Unit Trust services?

Maybank2u Online Unit Trust services offers conveniences and advantages, such as:

- I. Invest in Unit Trusts from the comfort of your office, home or anywhere.
- II. Flexibility to place orders after working hours.
- III. Enjoy lower sales charge.
- IV. Online payment facility.

### 2) Who can access to Maybank2u Online Unit Trust services?

Existing Maybank2u users (individual only) who have a Unit Trust Account with Maybank can access to Maybank2u Online Unit Trust services. For joint Unit Trust Accounts, only accounts with “either to sign” instruction are accessible via Maybank2u.

### 3) Do I need to apply for an access ID for Maybank2u Online Unit Trust if I am an existing Maybank2u user and already have a Unit Trust account with Maybank?

Application for a new ID is not required. You may access Maybank2u Online Unit Trust using your existing Maybank2u user ID via steps below:

- Step 1: Login to Maybank2u
- Step 2: Click on Investment tab
- Step 3: Click on Unit Trust

### 4) What are the functions available in Maybank2u Online Unit Trust Services?

- I. View Portfolio Holdings – view your Unit Trust account summary with estimated profit & loss based on the latest available Net Asset Value (NAV).
- II. View Transaction History – view the Unit Trust transaction history of your Unit Trust account for the last 90 days which include both online and over-the-counter transactions.
- III. View Transaction Status – view the status of your Unit Trust transaction for the last 90 days.
- IV. Subscription – purchase or top up Unit Trust fund online.
- V. Redemption – cash out or sell the units of funds that you are holding.
- VI. Switching – perform switching of existing fund to other funds under the same Fund House/Fund Manager.

### 5) What is the transaction cut off time?

Generally, the Maybank2u Unit Trust transaction cut off time is 2:30 pm except for the following funds:

Fund Name	Cut-off Time
Alliance Islamic Money Market Fund AMB Dana Nabeel Hong Leong Islamic Income Management Fund MIM Q Cash Fund	Daily 10.00am
OSK-UOB Energy Fund OSK-UOB Capital Protected China A Shares Fund Series 2	Daily 11.00am
Hong Leong Vietnam Fund	Weekly basis, every Tuesday 2:30pm.

Transactions performed after cut-off time will be processed the next working day.

**6) When will I know the price of my transaction?**

You may check your subscription, redemption or switching price per unit in “View Transaction History” three (3) working days after performing the transaction.

**7) Can I perform online transfer and exercise cooling off of units via Maybank2u?**

No, however you may perform the transfer and request cooling off of units at any Maybank branch in Malaysia.

**8) What is the cooling off period?**

You have six (6) business days after your initial investment to reconsider its suitability for your needs. Within this period, you may withdraw your investment at the Net Asset Value (NAV) per unit on the day the units were first purchased and have the sales charge (if any) repaid.

Please note that the cooling off right is only given to an investor who is investing with the respective fund house for the first time and is not applicable for corporate or institutional investors.

**9) Can I view my Unit Trust account balance opened in fund houses or Unit Trust investment via EPF withdrawal in Maybank2u?**

No. The purchase of Unit Trust via account opening with fund houses or Unit Trust investment via EPF withdrawal are considered non-nominee transactions. The transaction details are maintained with the fund house, thus it is not available for viewing via Maybank2u. Please [click here](#) for the list of nominee and non-nominee funds distributed by Maybank Malaysia.

When click here will link to this page:

[http://www.maybank2u.com.my/WebBank/List\\_3rdPartyUT.pdf](http://www.maybank2u.com.my/WebBank/List_3rdPartyUT.pdf)

**10) What should I do when I encounter connection time-out issues while performing Maybank2u online Unit Trust transactions?**

When one encounters connection time-out issues, please check your Unit Trust account status. Below are the descriptions of transaction status.

Status	Description
In Process	Transaction accepted at branch or Maybank2u but pending process.
Failed	Transaction failed.
Successful	Transaction accepted at branch or Maybank2u and processed successfully.
Rejected	Transaction accepted at branch or Maybank2u however it was rejected after process.

For further enquiry, please contact Maybank Group Customer Care at **1300 88 6688** or **+603-7844 3696 (overseas)**.

**11) Can I select Current/Savings Account as my Crediting Account when I perform Unit Trust Redemption?**

No. The crediting of account has been pre-defined during the opening of the Unit Trust account done at the branch. If you would like to change the account number, kindly visit to the nearest Maybank branch.

**12) Why can't I view the prospectus of the fund?**

To view the prospectus, an Adobe Acrobat Reader software is required. Please visit [www.adobe.com](http://www.adobe.com) to download the software.

**13) I did not perform any Unit Trust Transaction but I received a TAC number/SMS from Maybank2u. What should I do?**

Please call our Internet Banking Fraud hotline at **+603-5891 4744** immediately.

**14) How do I purchase Unit Trust fund online?**

- Step 1: Login to Maybank2u
- Step 2: Select "Investment" tab
- Step 3: Select "Unit Trust"
- Step 4: Select "Unit Trust Transaction"
- Step 5: Select Unit Trust Account Number
- Step 6: Select "Subscribe New Fund"
- Step 7: Select "Fund House"
- Step 8: Select "Continue"
- Step 9: Select "Fund Name"
- Step 10: Select "Continue"
- Step 11: Select Payment Account
- Step 12: Key in Amount
- Step 13: Key in Contact Number

Step 14: Check Terms & Conditions box

Step 15: Select "Continue"

Step 16: Verify and select "Confirm"

You will receive a confirmation advice via mail within 14 working days.

### **15) How do I top up my Unit Trust fund online?**

Step 1: Login to Maybank2u

Step 2: Select "Investment" tab

Step 3: Select "Unit Trust"

Step 4: Select "Unit Trust Transaction"

Step 5: Select Unit Trust Account Number

Step 6: Select "Top Up" on your existing fund

Step 7: Select "Continue"

Step 8: Select Payment Account

Step 9: Key in Amount

Step 10: Key in Contact Number

Step 11: Check Terms & Conditions box

Step 12: Select "Continue"

Step 13: Verify and select "Confirm"

You will receive a confirmation advice via mail within 14 working days.

### **16) How do I redeem my Unit Trust fund online?**

Step 1: Login to Maybank2u

Step 2: Select "Investment" tab

Step 3: Select "Unit Trust"

Step 4: Select "Unit Trust Transaction"

Step 5: Select Unit Trust Account Number

Step 6: Select "Redeem" on your existing fund

Step 7: Key in Units to Redeem

Step 8: Key in Contact Number

Step 9: Check Terms & Conditions box

Step 10: Select "Request a TAC number"

Step 11: Key in TAC

Step 12: Select "Confirm"

You will receive a confirmation advice via mail within 14 working days.

### **17) How do I switch my Unit Trust fund online?**

Step 1: Login to Maybank2u

Step 2: Select "Investment" tab

Step 3: Select "Unit Trust"

Step 4: Select "Unit Trust Transaction"

Step 5: Select Unit Trust Account Number

Step 6: Select "Switch" on your existing fund

Step 7: Select "Fund to Switch in"

- Step 8: Key in Contact Number
- Step 9: Select "Continue"
- Step 10: Key in "Number of Units to be Switched"
- Step 11: Check Terms & Conditions box
- Step 12: Select "Continue"
- Step 13: Select "Request a TAC number"
- Step 14: Key in TAC
- Step 15: Verify and select "Confirm"

You will receive a confirmation advice via mail within 14 working days.