

# iSave Account Terms and Conditions

**No lines when you're online! Open an iSave account today!**

iSave is an online only account that will enable you to open an account FULLY ONLINE without going to the branch. You will only provide the required information and documentary requirements through the Maybank2U PH App.

## Features and Benefits

- No initial deposit required
- No maintaining balance & annual fee
- Earns interest when you maintain an Average Daily Balance of P20,000
- FREE ATM withdrawal from ANY 20,565 ATM in the Philippines and any Maybank ATM in Malaysia, Singapore, Cambodia, and Brunei, with no charge and low conversion rate.
- Easily manage your account anytime and anywhere via M2U Internet and Mobile banking

## Eligibility and Documentary Requirements

- Must be 18 to 60 years old
- Must be a Filipino citizen
- Must have any of the valid government IDs namely Driver License, Philippine ePassport, SSS, GSIS or UMID, PRC, or Postal ID
- Must submit an specimen signature in a piece of paper

## Restrictions on iSave Account

Upon approval of your application, your iSave account will be opened as a "Restricted" account with the following limitations.

- Maximum deposit limit of Php100,000 for six (6) months from account opening date
- Inward and outward foreign remittances are prohibited

To remove the restrictions, you have to schedule a video chat via Skype or Viber through the link that we will send you via SMS and email or visit your home branch for account verification within six (6) months from account opening date.

Should you fail to conduct or pass the account verification process or Know-Your-Customer (KYC) within six (6) months from account opening date, your iSave account will be closed. We may also close your account if deemed necessary.

The following documents are required during the verification process:

- Valid ID submitted during your application
- Other valid government IDs
- Latest proof of billing (major credit cards and utilities)

For transient, you may present proof of billing together with a tenancy agreement or a contract of lease, or an official receipt issued by lessor with printed address.

Notes:

- You can open (1) iSave savings account only.
- Closed iSave accounts are not allowed to reapply.

### **ATM Card and PIN Mailer Delivery**

Once your account opening is approved, your iSave ATM card and PIN mailer will be delivered separately to your registered present address. You may allow a representative to receive your ATM and PIN mailer by providing a copy of your valid ID, an authorization letter, and valid government ID of the representative.

If delivery is unsuccessful, your ATM and PIN mailer will be turnover to your home branch. You will receive an SMS notification for further instructions.

### **Name to appear on ATM Card**

The name to appear on your card will be your first name initial, middle name initial, and last name.

Example:

Complete Name: Juan Dela Cruz Reyes

Name to appear: J D C Reyes

You may request for replacement of your ATM card subject to a replacement fee of Php150.00.

### **ATM Card Activation and Linking**

Your ATM card will be delivered inactive. To activate, please call Maybank Customer Service at 632 5883888, Monday to Friday from 8:00 AM to 12 midnight.

### **Accessing and monitoring your iSave Account**

You will receive an Internet Banking (IB) Access number and First Time Activation Code (FTAC) to register your iSave account in Maybank2U Internet Banking via your registered email and mobile number. You may register through [www.maybank.com.ph](http://www.maybank.com.ph) or through the Maybank PH app.

You may enjoy the following features and benefits after successful registration.

- View account details and transaction history
- Transfer funds from your account to other accounts/banks real-time
- Pay your utilities, credit cards and other bills
- Load your mobile prepaid accounts
- Open a Time Deposit account

You can learn more about Maybank2U Internet banking by visiting [www.maybank.com.ph](http://www.maybank.com.ph) or calling our hotline at 632 5883888. We reserve the right to suspend your use of these channels for violations and terms and conditions governing the use of Maybank2U Internet Banking.

If you find any discrepancies or unauthorized transactions, please report immediately to Maybank Customer Service. We will consider your transactions valid if we have not receive feedback from you within thirty (30) calendar days from transaction date.

### **Using your iSave ATM Card**

You may use your iSave ATM Card to buy goods or pay for services wherever the card is accepted and withdraw from any Bancnet ATMs as long as the balance is sufficient for the payment being made. You agree that we have the right to limit and decline your transactions which can be unauthorized. You may use other mode of payment to settle your purchases since we do not guarantee acceptance of your card in all merchants and establishments.

### **Funding your iSave Account**

Deposit to your iSave account through 74 Maybank branches nationwide. You may also receive incoming funds from other Maybank Philippines accounts and other local banks.

Maximum deposit limit of Php100,000 shall be observed for iSave restricted accounts.

### **Replacing your iSave ATM Card**

In case you are unable to use your ATM card due to defective, damage, or defect, you may visit your any Maybank branch to request for replacement.

### **Reporting your lost iSave ATM Card**

You must report lost or stolen iSave ATM card to Maybank Customer Service at 632 5883888 immediately. All charges to cover the costs for the replacement of the lost or stolen iSave ATM card shall be debited from your iSave account.

### **Protecting your iSave Account**

Never surrender your card to anyone or give your card information details by phone, email, or text. Call our hotline to report and verify such request.

### **Transaction Fees**

Below is the table of fees and charges for your iSave account which is subject to change without prior notice.

Balance Inquiry Fee	Php1.00
Over-the-counter Withdrawal Fee	Php100.00
Interbank Funds Transfer Fee	Php25.00

The terms and conditions of the Bank's Deposit Contract not in conflict herewith shall likewise apply.