

Maybank EzySave+ Frequently Asked Questions (FAQs)

What is EzySave+?

It's a digital savings account that you can open via the GCash App that lets you enjoy the ff. features:

- No initial deposit required
- No maintaining balance & annual fee
- Earn interest with a minimum balance of P0.01
- Enjoy free ATM withdrawal from ANY Bancnet ATM in the Philippines
- Withdraw from any ATM worldwide carrying the Visa Logo¹
- Pay for goods and services using your Maybank Visa Debit Card¹
- Enjoy free life insurance coverage of up to Php1,000,000 subject to qualification

Who is eligible for EzySave+?

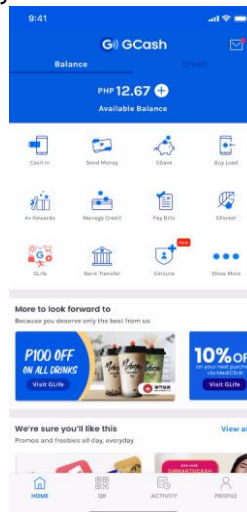
You are eligible to open an EzySave+ account when you qualify for all the requirements below:

- Must be 18 to 80 years old
- Must be a Filipino citizen
- Must have any one of these valid Government IDs:
 - UMID
 - Driver's License
 - SSS ID
 - Passport
 - Postal ID
 - PRC ID
 - HDMF (Pag-ibig) ID
 - National ID/Philsys ID
 - ePhilID (Paper and Digital)
- Must be a fully verified GCash accountholder

How do I create an EzySave+ Account?

Step 1. Log in to your GCash Account

Step 2. Tap GSave in your dashboard

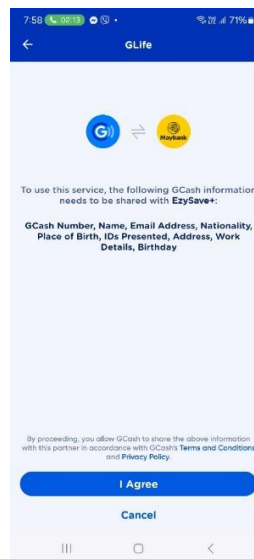


¹ Fees and charges may apply.

Step 3. Tap EzySave+



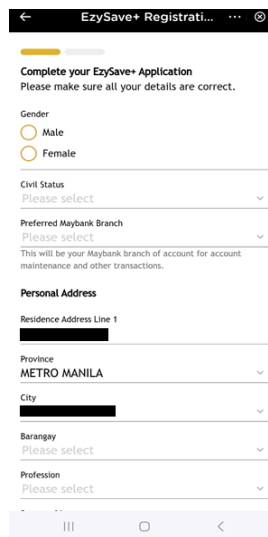
Step 4. Read and agree to the Terms and Conditions and Privacy Policy



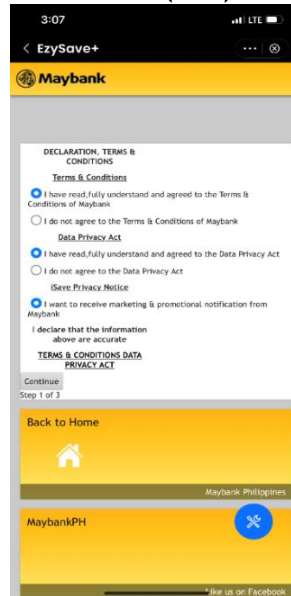
Step 5. Read the product details then tap on “Open EzySave+ Account”



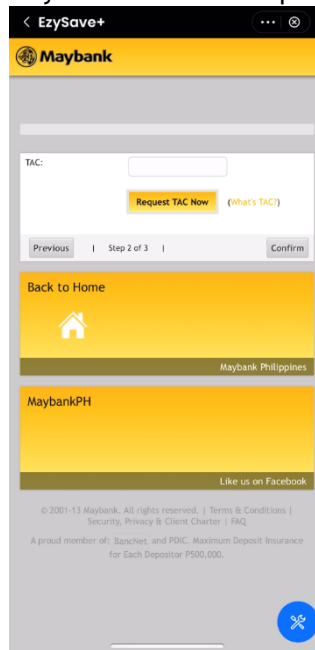
Step 6. Fill out additional customer details



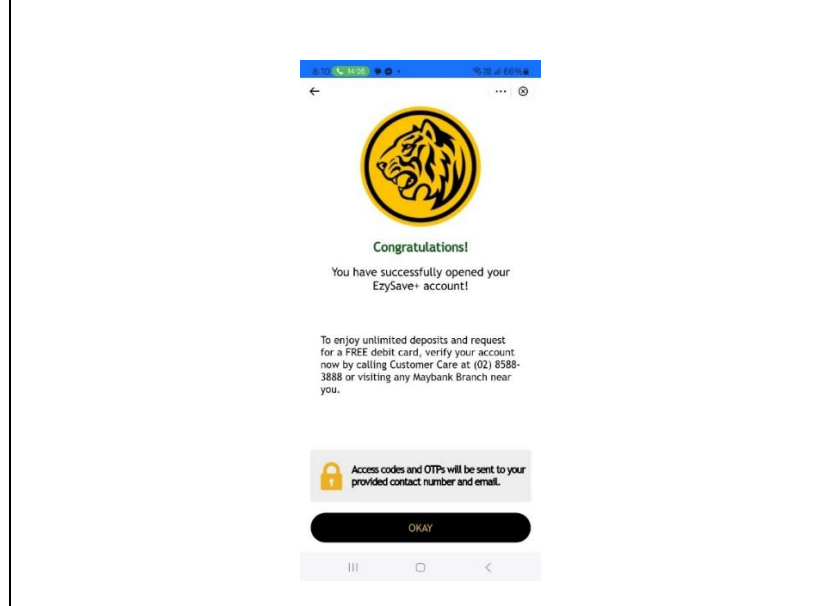
Step 7. Read and agree on Maybank Terms and Conditions, attestations before tapping “Continue” to generate the Transaction Authorization Code (TAC)



Step 8. Input the TAC you received and tap “Confirm”



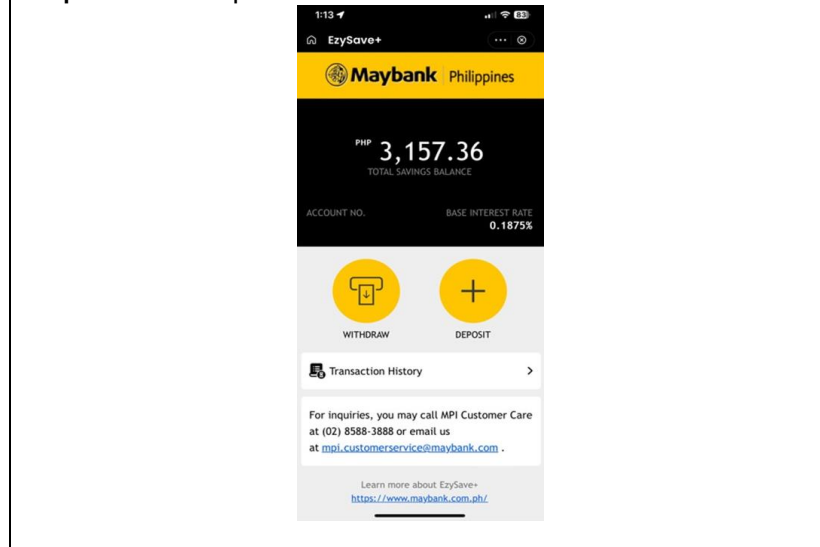
Step 9. You will be prompted with the account creation confirmation page. Tap “Okay” to finish the application process.



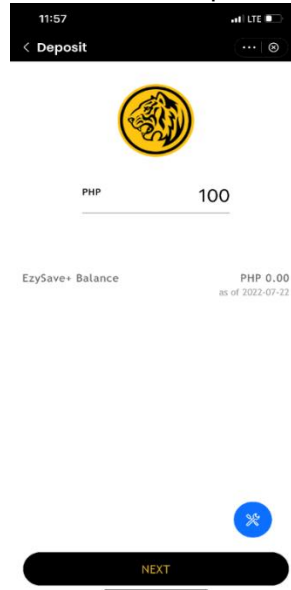
How do I transfer money to my EzySave+ account from my GCash wallet?

Step 1. Tap EzySave+ in the GSave Marketplace

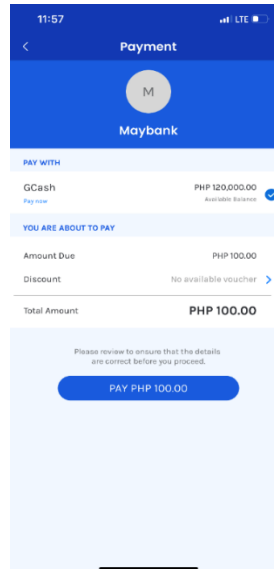
Step 2. Select Deposit



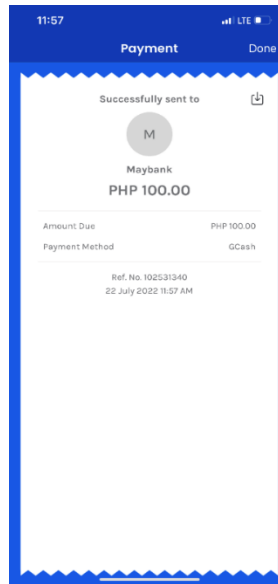
Step 3. Input the amount and then tap **“Next”** to proceed



Step 4. On the confirmation screen, tap **“Pay [amount]”** to complete the transaction



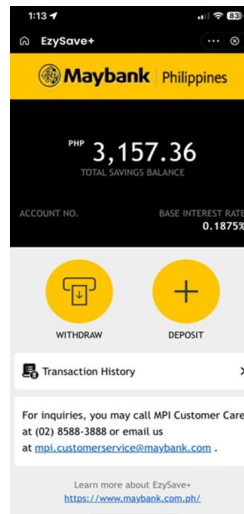
Step 5. Tap Okay in transaction receipt page to return to the GSave Dashboard



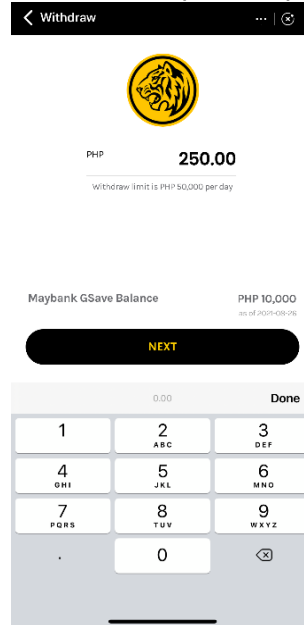
How do I transfer/withdraw money from my EzySave+ account to my GCash Wallet?

Step 1. Tap EzySave+ in the GSave Marketplace

Step 2. Select Withdraw



Step 3. Input the amount and then tap “Next” to proceed.
Maximum withdrawal amount is Php50,000 per day.



Withdraw

PHP **250.00**
Withdraw limit is PHP 50,000 per day

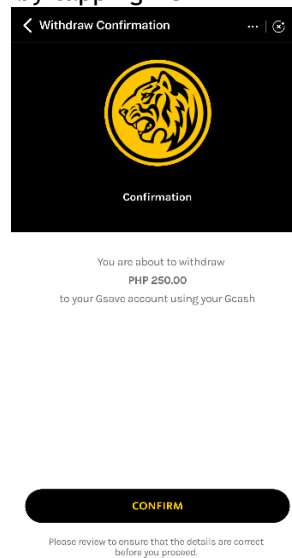
Maybank GSave Balance **PHP 10,000**
as of 2019-08-26

NEXT

0.00 Done

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
.	0	⌫

Step 4. Request OTP by tapping “Confirm”



Withdraw Confirmation

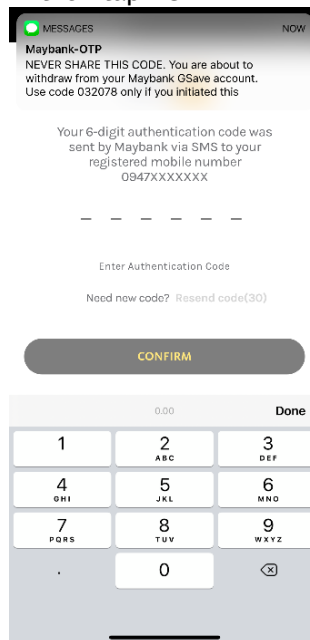
Confirmation

You are about to withdraw
PHP 250.00
to your Gsave account using your Gcash

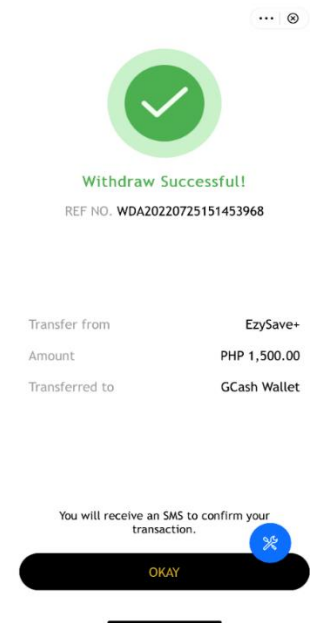
CONFIRM

Please review to ensure that the details are correct
before you proceed.

Step 5. Input the OTP then tap “Confirm”



Step 6. The transaction confirmation screen will appear. Tap “Okay” to close.



You will receive an **SMS confirmation** for your withdrawal.

How do I transfer money from my EzySave+ account to another Maybank account?

. You will not be able to directly transfer money from the EzySave+ account to another Maybank account via GCash app. You can withdraw your money from your EzySave+ account to your GCash Wallet, then transfer the funds from your GCash Wallet to another Maybank account.

How do I transfer my money from my EzySave+ account to other banks?

.You will not be able to directly transfer money from the EzySave+ account to other banks via GCash app. You can withdraw your money from your EzySave+ account to your GCash Wallet, then transfer the funds from your GCash Wallet to another bank account.

Is there a lock-in² period when it comes to depositing to and withdrawing from my EzySave+ account?

There is no lock-in period for EzySave+. You can deposit or withdraw anytime using your GCash Application provided you are within the set transaction limits.

However, newly created EzySave+ accounts will have an initial aggregate deposit limit of Php100,000. This means that you cannot deposit more than this amount until your account is fully verified

Is face-to-face verification needed to make an EzySave+ account?

For fully verified GCash customers, there will be no need to do face-to-face verification to open a EzySave+ account.

However, Maybank will need to conduct verification of EzySave+ accounts before lifting the Php100,000 aggregate deposit limit. In some cases, Maybank will conduct verification in as early as the 2nd day after opening the EzySave+ account.

Maybank will also complete verification of your account when you:

- Request for debit card
- Request to lift restricted status
- 1st over the counter transaction
- Before onboarding a new retail product (credit card, retail loans, Premier, RSME)

We will notify you via SMS, call, or e-mail within three (3) banking days from the time your account is verified if there are missing information or documents in your records. In some cases, we may need you to visit the branch to complete the verification process.

How do I compute my Average Daily Balance?

The Average Daily Balance is the total of all your End-of-Day Balances for a month divided by the number of days in that month.

Sample computation:

Date	End of Day Balance	# of days with the same balance	Sum of Balances
Jul 1	1,000	5	5,000.00
Jul 6	3,000	20	60,000.00
Jul 26	10,000	6	60,000.00
Jul 1- 31 Sum of balances			125,000.00
Jul ADB			125,000.00 / 31 = 4,032.26

What will happen to my account if I lose or change my mobile number?

You can only have one Gcash wallet per mobile number, hence, if you lose or change your mobile number, you may not be able to access your Gcash app including your EzySave+ account. For any concern or inquiry on your EzySave+ account, you may call the Maybank Customer Care hotline.

Is there a deposit limit for EzySave+?

There's **no daily deposit limit** but there is a total deposit limit of P100,000.00 if your account is not yet fully verified. Once your account is verified you can deposit any amount.

² A lock-in period is the duration where your funds cannot be withdrawn for your funds to earn interest.

I cannot deposit via GCash, is there another way to deposit funds to my account?

Yes, you may deposit via online transfer from other banks or another Maybank account or over-the-counter at any Maybank branches

Is there a withdrawal limit for EzySave+?

Yes. You can withdraw up to **Php50,000.00** per day subject to available deposit balance.

Is there a required balance to start earning interest on my EzySave+ account? How much?

No, you can already earn interest at **Php 0.01**.

How do I request for a debit card?

You may call Maybank's Customer Care at (02) 8588 3888 or visit a Maybank branch to request for your Maybank Visa Debit Card, subject to a minimum deposit amount of **Php10,000.00** at the time of request. Your debit card can either be delivered to your home address for free or picked up from your preferred branch within 25 business days from date of request. To activate your debit card, call the Customer Care hotline or visit your branch of account.

How do I avail my Free Life Insurance?

Your EzySave+ account comes with a free life insurance of up to **Php1,000,000**. To qualify, your Average Daily Balance (ADB) must be at least **Php50,000**. Insurance coverage is 2x of your previous month's ADB up to **Php1,000,000**. To claim, you may visit your Branch of account.

How do I close my EzySave+ account?

If you want to close your EzySave+ account, go to any Maybank branch to file a request and bring at least one (1) valid and signature-bearing Government-issued ID.

When will an account be closed?

An account that has no activity (i.e. no debit or credit) and no balance within twelve (12) months from account opening will automatically be closed. Accounts that has no activity within two (2) consecutive years from the client's last activity will be considered dormant and charged a dormancy fee and may be closed once the balance becomes zero subject to efforts to notifying the client of the account dormancy or and prior the actual closure of the account.

Maybank may suspend, terminate, remove, disable or discontinue access to or use of the account due to any violation of the Bank's Terms and Conditions, applicable laws, rules, policies and regulations.

How can I get my money if my account was closed by the Bank?

A notification will be sent to you prior to account closure which will advise on when you will be allowed to transfer your funds from your EzySave+ to your GCash wallet. Alternatively, we will notify you post-account closure on how to redeem your money through your Maybank branch of account. Unclaimed balances after 10 years from account closure can no longer be claimed as it will already be remitted to the Treasurer of the Philippines.

How do I keep my account from being dormant?

To keep your account active, make sure that you perform transactions such as cash deposits and cash withdrawals at least once every six months.

How much is the dormancy fee?

The dormancy charge on your savings account is **Php30.00** and will be debited directly from your EzySave+ savings account.

Who can I contact regarding questions about EzySave+?

For inquiries and comments, you may call the Maybank Customer Care hotline at (02) 8588 3888. Maybank Philippines Inc., is regulated by the Bangko Sentral ng Pilipinas (BSP) with official website at <https://www.bsp.gov.ph>

For more details, you may refer to the full product Terms and Conditions.

As of August 2024