

# Terms & Conditions of Maybank U or U iB Savings Account

## I. Document Relevance

These Terms and Conditions of Maybank U or U iB Savings Account (hereinafter referred to as "Terms and Conditions") constitute an integral part of the Terms and Conditions of the Deposit Account. If there are provisions in the Terms and Conditions that conflict with the provisions in the Terms and Conditions of the Deposit Account, the applicable provisions are the provisions stipulated in these Terms and Conditions to the extent that such provisions do not conflict with the applicable laws and regulations. However, specifically for Maybank U iB Savings Account, if there is a difference, the Maybank U iB Savings Account Fund Placement Agreement shall prevail.

If not specifically mentioned, these Terms and Conditions generally regulate (i) conventional based Maybank U Savings Account products and (ii) Maybank U iB Savings Account products with Sharia principles. Terms and Conditions that specifically regulate Maybank U iB Savings Account products are further regulated in the relevant product's akad. These Terms and Conditions become an integral part of the Maybank U iB Savings Account akad signed by the Customer and the Bank.

If not otherwise regulated in these Terms and Conditions, the provisions in the Terms and Conditions of the Deposit Account shall apply.

## II. Definitions

If not expressly stated otherwise in the Terms and Conditions of the Deposit Account, Customer Data form and/or Application form for Opening/Closing Accounts and Banking Facilities, words or terms that begin with capital letters used in these Terms and Conditions, shall be interpreted as follows:

- 1. Automated Teller Machine (ATM)** is an electronic machine for banking services owned/managed by the Bank, or owned/managed by other banks but based on cooperation with the Bank, can be used by the Customer to conduct transactions.
- 2. Business Day** means every day except Saturday, Sunday and other official holidays set by the government of the Republic of Indonesia where banks are open throughout Indonesia to conduct business activities and carry out clearing transactions.
- 3. Debit Card from Maybank U or U iB Savings Account** is a payment instrument using a card issued by the Bank in connection with the opening of Maybank U Transactional Savings Account which can be used by the Customer to conduct Transactions using Electronic Banking Services.
- 4. Electronic Banking Services** are electronic banking services owned by the Bank, consisting of ATM, EDC, QR Pay, Internet Banking, Cash Deposit Machine, Automatic Printed Machine, Phone Banking, Mobile Banking or Customer Care or other media to be determined by the Bank that can be used by the Customer in connection with the opening of Maybank U Transactional Savings Account to conduct transactions.
- 5. M2U ID App** is Maybank's Mobile Banking service. M2U ID Web is Maybank's Internet Banking service.

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6. **Maybank U Savings Account** is a savings account that aims to be a financial solution for Customers, especially young segment Customers (aged 17 years and over) where this savings consists of Maybank U Transactional Savings Account and U Goal Saver accounts.
7. **Maybank U Transactional Savings Account** is a transactional savings in Rupiah currency which is the source of U Goal Saver account.
8. **U Goal Saver Account** is a term savings account in Rupiah currency to assist Customers in future financial planning and is part of Maybank U Savings Account.
9. **Transaction** is the withdrawal of funds, transfer of funds, payment, balance checking by the Customer through Electronic Banking Services.

### III. **Opening Maybank U Savings Account**

1. Customers can open a Maybank U Savings account via M2U ID App/M2U ID Web and the nearest Maybank branch.
2. Customers who open Maybank U Savings Account will open a Maybank U Transactional Savings account and U Goal Saver account simultaneously.
3. Customers can only open a U Goal Saver account if the Customer has opened a Maybank U Transactional Savings Account.
4. Each Customer can only open/have 1 (one) Maybank U Transactional Savings Account.
5. Customers who successfully open Maybank Tabungan U Transactional will get a Debit Card from Maybank U or U iB Savings Account which can be used by the Customer to conduct Transactions through Electronic Banking Services.
6. Customer can only open a maximum of 9 (nine) active U Goal Saver accounts if the Customer already has Maybank U Transactional Savings Account.
7. Customer can open a new U Goal Saver account if one of the 9 (nine) active U Goal Saver accounts has been closed either due to maturity.

### IV. **Deposit, Withdrawal/Debit, and Disbursement Transactions of Maybank U Savings Account**

1. The minimum balance that must be deposited (cannot be withdrawn) in Maybank U Transactional Savings Account is IDR50,000 (fifty thousand Rupiah).
2. Customer can choose the debit date, nominal and period of Customer's regular deposit from Maybank U Transactional Savings Account to each active U Goal Saver account. The date of regular deposit debit from Maybank U Transactional Savings Account to U Goal Saver account may differ from the opening date of Maybank U Savings Account.
3. The Bank will provide the option of regular debit from Maybank U Transactional Savings Account to U Goal Saver account on daily, weekly or monthly basis.
4. Customers must ensure that the choice of regular deposit amount into the U Goal Saver account will always be available in Maybank U Transactional Savings Account.
5. The Bank will automatically make regular debits from Maybank U Transactional Savings Account to the Customer's U Goal Saver account in accordance with the debit date, nominal and regular deposit period that the Customer has chosen.
6. If the Customer intends to make changes to the deposit nominal that has been selected by the Customer, the change in the deposit nominal can be made by the Customer at the Bank branch. Changes to the routine deposit nominal are only allowed to change the routine deposit nominal to be greater than the routine deposit nominal chosen by the Customer.
7. If when the Bank makes a regular debit from a Maybank U Transactional Savings Account and there is not enough regular deposit amount, nk U Transactional Savings Account will experience a debit failure.
8. U Goal Saver account will not be closed automatically by the Bank if nk U Transactional Savings Account fails to debit up to 3 (three) times in a row. The Bank will re-debit Maybank U Transactional Savings Account in accordance with the debit schedule and the amount of regular deposit chosen by the Customer. The Bank will not notify the Customer if there is a debit failure.

9. Debiting of regular deposits from Maybank U Transactional Savings Account to U Goal Saver accounts that have failed to debit will be carried out in the following manner:
  - i. For daily routine deposits, the Bank will debit every working day. If the Bank fails to debit on the day on which the Bank makes the debit, the debit on the following day is not an accumulation of unsuccessful daily routine debits.
  - ii. For weekly routine deposits, the Bank will debit the following week which is an accumulation of unsuccessful routine debits in accordance with the weekly routine debit schedule chosen by the Customer.
  - iii. For monthly routine deposits, the Bank will try to debit within a maximum period of 14 working days from the monthly routine debit schedule chosen by the Customer. If the debit still fails, the Bank will re-debit Maybank U Transactional Savings Account in the following month which is an accumulation of unsuccessful monthly routine debits.
10. If the routine debit by the Bank from Maybank U Transactional Savings Account to U Goal Saver account falls on a non-business day, the routine debit of Maybank U Transactional Savings Account will be made on the next business day.
11. The Bank will credit the funds in the U Goal Saver account to the Customer's Maybank U Transactional Savings Account, either due to the closure of the U Goal Saver account before or after maturity.
12. Funds that will be credited from U Goal Saver account to Maybank U Transactional Savings Account is the total regular deposit successfully debited by the Bank minus other fees (if any) based on the Bank's records.

## **V. Usage of Maybank U Savings Account**

1. Customers can use Maybank U Transactional Savings Account to conduct Transactions through Electronic Banking Services.
2. Customer cannot use U Goal Saver account to make Transactions through Electronic Banking Services.
3. Customers can enjoy the benefits of using Maybank U Savings Account products in accordance with the terms and conditions determined by the Bank.
4. The Bank provides a nominal rounding facility to the Customer for each Transaction made by the Customer using a Debit Card from Maybank U or U iB Savings Account and Maybank QR Pay. The rounding nominal will be credited by the Bank to the U Goal Saver account at the end of the day where the Customer makes a transaction.

## **VI. Maybank U Savings Account Closing**

1. If the Customer and/or Bank closes Maybank U Transactional Savings Account, the U Goal Saver account will also be automatically closed by the Customer and/or Bank.
2. The customer will be charged an administration fee or U Goal Saver account closure by the Bank if the customer closes the U Goal Saver account that has not matured.
3. The Bank will automatically close the U Goal Saver account that has matured. Funds from the matured U Goal Saver account will be credited by the Bank to the Customer's Maybank U Transactional Savings Account.

**Maybank U iB Savings Account Fund Placement Agreement**  
**which is opened online**  
**- Mutlaqah Mudharabah Accord -**

This online Maybank U iB Savings Account Fund Placement Agreement (hereinafter referred to as the Agreement) is made on the date the Customer completes the account opening process through the M2U ID App (mobile banking)/M2U ID Web (internet banking) banking facility, hereinafter referred to as M2U ID App/M2U ID Web, PT Bank Maybank Indonesia Tbk, domiciled in Jakarta (hereinafter referred to as the Bank) is the fund manager. Bank and Customer (hereinafter collectively referred to as Parties and individually referred to as Parties). The Parties first explain that the Customer (whose name and identity refer to the name and identity listed in M2U ID App/M2U ID Web intends to place funds in the form of Maybank U iB Savings Account. Maybank U iB Savings Account is a savings account with Sharia Mudharabah Mutlaqah principles in the name of the Customer at the Bank (hereinafter referred to as the Account).

In connection with the opening of Maybank U iB Savings Account, the Parties agree and hereby bind themselves and agree to make and agree to this Agreement through M2U ID App/M2U ID Web, comply with and implement this Agreement with the following terms and conditions:

1. The Customer hereby places initial funds in accordance with what the Customer will deposit after the process of opening this Account (hereinafter referred to as Initial Funds) to the Bank to be managed by the Bank as the Bank accepts and is willing to manage the Initial Funds that have been obtained by the Customer using the Sharia Mudharabah Mutlaqah principle. What is meant by the principle of Sharia Mudharabah Muthlaqah, withdrawals can only be made according to certain conditions in accordance with the provisions and procedures applicable in the Bank, with profit sharing based on the principle of Profit Sharing in accordance with the Profit Sharing Ratio (hereinafter referred to as the Profit Sharing Nisbah) agreed in this Agreement and its amendments. The Customer gives full freedom to the Bank to manage the funds. The Bank will manage and distribute the funds in accordance with Sharia principles until the Account is closed by one of the Parties.
2. The amount of Profit Sharing referred to in number 1 above is calculated from the average balance in the Account in the Profit Sharing calculation period divided by the total average balance of Third Party funds with Mudharabah akad multiplied by the income from the distribution of funds using the net revenue sharing method and the Profit Sharing Rate agreed by the Parties in this akad and its amendments.
3. Initial Fund Placement from the Customer is recorded by the Bank into an Account with an account number that will be obtained by the Customer after completing the opening process of Maybank U Savings Account. With the placement of the Initial Fund, the Mutlaqah Mudharabah akad is effective.
4. As a confirmation that the Account has been opened, the Customer will receive an E-statement that can be accessed on M2U ID App/M2U ID Web after the Account opening process is completed.
5. The Parties agree that the Customer waives his/her right to the Profit Sharing Amount from the Account until the Customer Due Diligence process required by the Bank is completed and the Customer receives notification from the Bank that his/her account is active. Customer Due Diligence is an activity in the form of identification, verification and monitoring carried out by the Bank to ensure that transactions are carried out in accordance with the prospective Customer's profile.

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6. The Parties agree that the composition of the Profit Sharing Ratio for profits obtained from the business of managing funds in the Account is for the Customer 5% (five percent) and for the Bank 95% (ninety-five percent).
7. If the Customer activates the automatic debit feature for zakat payment on the Profit Sharing income received from the Account, then the Customer submits to the Bank in determining the zakat 'amil (management) institution that will receive and distribute the zakat funds. The 'amil zakat institution is an officially licensed institution and the Bank's partner in managing the Customer's zakat.
8. If there is an Account closure/termination of the Agreement before the calculation of Profit Sharing, the Customer agrees to waive his right (tanazul 'anil haq) to the current Profit Sharing from the profits obtained from the fund management business.
9. By agreeing to this Agreement through M2U ID App/M2U ID Web, the Customer states that he/she has received, read, understood, agreed and is subject to and bound by the Terms and Conditions of Maybank U iB Savings Account and the Terms and Conditions of the Deposit Account.
10. The Bank has provided adequate explanation regarding the characteristics (including benefits, risks and costs) of Maybank U iB Savings Account product. Customer states that he/she has understood the Bank's explanation and is willing to comply with the provisions regarding Maybank U iB Savings Account applicable at the Bank.
11. All matters that are not regulated in detail in this akad, are subject to and further regulated in the Terms and Conditions of Maybank U iB Savings Account and the Terms and Conditions of the Deposit Account (hereinafter collectively referred to as Terms and Conditions). If there is any conflict of provisions regarding the same matter between this Agreement and the Terms and Conditions, this Agreement shall prevail.
12. The Customer can give instructions to the Bank to carry out transactions based on the Customer's instructions which are carried out in accordance with the procedures, terms and conditions applicable at the Bank. Related to the instruction, the Customer understands that for each instruction and/or transaction carried out the Bank may charge a fee. The amount of the fee will be submitted by the Bank from time to time through the Bank's information media.
13. This agreement is an integral part of the data entry in M2U ID App/M2U ID Web and the Terms and Conditions of the Deposit Account as well as the Terms and Conditions of Maybank U iB Savings Account.
14. If there is a dispute related to the implementation of this Agreement, the Parties agree to carry out the mechanism as stipulated in the provisions governing Dispute Resolution and Legal Domicile. Specifically for settlement through court institutions, dispute resolution related to the implementation of this Agreement shall be carried out through the Religious Court.

Maybank employees are prohibited from requesting/receiving/giving rewards. If you are asked to give something to Maybank outside of what has been agreed in the official agreement, please contact WhatsApp/SMS 0811 1930 1000 or Whistleblowing Toll Free (toll free telephone) at 0800 1503034 or [whistleblowing@maybank.co.id](mailto:whistleblowing@maybank.co.id)

## Specifications and fees of Maybank U or U iB Savings Account

U by Maybank  
U Spend, U Save, U Earn, #UptoU!

No need to worry about not being able to save because there are expenses every day, with Maybank U or U iB Savings Account, you can spend and save automatically. Make sure you have activated your U Goal Saver account! Savings with Sharia principles are also available.

### Smart Savings

Automatically separate spending and saving funds with the activation of a U Goal Saver account.

### Smart Spending

10% cashback up to IDR250,000 every month with transactions with Maybank Debit Card or QRIS on M2U ID App and pay bills via M2U ID App with Maybank U/U iB Savings Account. Make sure to activate your U Goal Saver/U Goal Saver iB account and maintain an average balance of min. IDR500,000/month to get the benefits.

### QR Cardless Withdrawal

Withdraw cash by scanning QR at Maybank ATM with M2U ID App.

### Cost

No.	Features	Cost
1.	Minimum initial deposit	-
2.	Subsequent minimum deposit	-
3.	Minimum balance	IDR5,000,000
4.	Minimum balance cannot be withdrawn	IDR50,000
5.	Monthly administration fee	-
6.	Administration fee below minimum balance	IDR20,000
7.	Account closing fee	Rp50,000
8.	Dormant account fees	Rp50,000

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