

MAYBANK - BAKONG APP

FREQUENTLY ASKED QUESTIONS

1. What is Bakong system?

Bakong is the latest generation of Mobile Payments and Baking Platform initiated by the National Bank of Cambodia for a peer-to-peer fund transfer service available to retail customers of local banks, financial institutions, and payment service providers in Cambodia.

It allows customers of all participating banks to transfer funds easily by scanning QR codes and keying in phone numbers to send/receive money or make QR payment to other local financial institutions

2. What is Bakong Wallet?

Bakong wallet refers to the account that you created on Bakong Mobile app with your preferred bank. It has both currencies (KHR/USD).

3. What are the services available?

As a Maybank customer, you can do the followings on Bakong app:

- (1) Select Maybank as your Sponsor/Preferred Bank
- (2) Send money from Wallet to Wallet
- (3) Send money from Wallet to Maybank accounts
- (4) Send money from Wallet to other bank accounts
- (5) Receive money from Bakong Members' accounts and Wallets
- (6) Cash-in to Bakong wallets at Maybank Branches
- (7) Cash-Out from Bakong wallet at Maybank Branches
- (8) Make Payments using QR code

4. How do I register for Bakong System?

Simple steps to register after downloading Bakong app from App Store or Play Store are:

- Step 1: Choose language (Khmer, English, and Japanese)
- Step 2: Choose "Maybank" as your preferred bank
- Step 3: Enter your valid phone number
- Step 4: Enter the confirmation code to validate the enrolment
- Step 5: Take a photo with your ID card
- Step 6: Scan your ID card or manually enter valid information
- Step 7: Create your username
- Step 8: Create your passcode
- Step 9: Save your recovery QR code
- Step 10: Create your PIN
- Step 11: Confirm your PIN

5. What are the conditions for Bakong System registration?

The conditions for Bakong System registration are as follows:

- One account can be registered with both a National ID and mobile phone number.
- Only one mobile phone number can be registered per account.
- Only individual accounts (savings/current accounts) in Khmer Riel and US Dollar can be used to register for Bakong System.
- Joint and Fixed Deposit accounts cannot be registered for Bakong System.
- If registering for Bakong System with your mobile phone number, you will receive an OTP via SMS for verification.
- National ID or mobile phone numbers can only be registered with another account if the previous registration has already been cancelled.

6. How do I deposit (cash-in) and withdraw (cash-out) money from my Bakong wallet?

To cash-in/cash-out the money to and from Bakong account, just follow these simple steps:

- Visit the nearest Maybank branch
- Request the teller to cash-in/cash-out the money and provide the information below:
 - Amount
 - Currency
 - Bakong Account ID

Note: Once cash-in/cash-out successfully, there will be a notification on your Bakong app.

7. Can someone perform cash-in/cash-out on my behalf?

No, only the owner of the wallet can perform cash-in/cash-out.

8. How to raise my daily send limit?

If you are an existing Maybank customer, please ensure that you have uploaded a valid ID card. Then you can request to raise your daily send limit via the Bakong app's setting by submitting on Verify account and raise the limit.

However, if you are not a Maybank customer but have your Bakong wallet with Maybank, please bring your ID card with you for verification to any Maybank branch and request to upgrade your limit.

9. What should I do if I transfer to the wrong Bakong wallet?

Please immediately contact our customer service for advice. It is highly encouraged that you check the information thoroughly before sending.

10. What should I do when I forget my passcode or recovery QR code?

If you still have access to the app or remember your pin code, you can change your passcode and recovery QR code by simply going to "Setting" and "Create new recovery QR code". If not, please contact any nearest Maybank branch.

11. Can I transfer funds to Bakong wallets and other Bakong members via Maybank2u KH app?

Yes, from December 15, 2021, onwards, you will be able to transfer funds to Bakong wallets and other Bakong member accounts via the Maybank2u KH app and Maybank2u website.

12. How long does it take to transfer funds to Bakong wallets and other Bakong members via Maybank2u KH app and web?

You can transfer funds to Bakong wallets and other Bakong member accounts instantly!

13. What are the daily limits that I can transfer to Bakong wallets and other Bakong members via Maybank2u KH app and web?

The daily limits are as follows:

Transaction Type	Daily Limit
To Bakong Wallet	KHR 12 million or USD3,000
To Other Bakong Members	KHR 200 million or USD 50, 000

14. What are the fees and charges for transferring funds to Bakong wallets and other Bakong members via Maybank2u KH app and web?

The fees and charges are as follows:

Transfer Type	Tier Limits (USD)	Total Fee	Tier Limits (KHR)	Total Fee
MCP CASA to Other local bank account via Bakong	Up to USD100.00	Free	Up to KHR400,000	Free
	USD100.01 - USD500.00	USD0.35	KHR400,100 - KHR2,000,000	KHR1,400
	USD500.01 - USD1,000.00	USD0.75	KHR2,000,100 - KHR4,000,000	KHR3,000
	USD1,000.01 - USD5,000.00	USD2.00	KHR4,000,100 - KHR20,000,000	KHR8,000
	USD5,000.01 - US25,000.00	USD3.00	KHR20,000,100 - KHR100,000,000	KHR12,000
	USD25,00.01 - USD50,000.00*	USD5.00	KHR100,000,100 - KHR200,000,000	KHR20,000

***Note:**

- Maximum daily transfer limit USD50,000
- No cap limit per transaction

Transfer Type	Tier Limits (USD)	Total Fee	Tier Limits (KHR)	Total Fee
MCP CASA to Bakong Wallet	Up to USD100.00	Free	Up to KHR400,000.00	Free
	USD100.01 - USD500.00	USD0.35	KHR400,100 - KHR2,000,000	KHR1,400
	USD500.01 - USD1,500.00	USD0.75	KHR2,000,100 - KHR6,000,000	KHR3,000
	USD1,500.01 - USD3,000.00**	USD1.00	KHR6,000,100 - KHR12,000,000	KHR4,000

****Note:**

- Maximum daily transfer limit USD3,000 for Full and Partial KYC
- Cap limit USD1,000 per transaction

15. Do I need to have a Bakong wallet to be able to transfer to Bakong wallets and other Bakong members via Maybank2u KH app and web?

No, you do not need to have a Bakong wallet to be able to use this function on Maybank2u KH app and web.