

BIB Lite FAQs

1. Is Maybank Quick Balance secure?

Maybank Quick Balance is protected by your Touch ID fingerprint which you have registered on your iPhone and is a unique and secure source of identification.

To get started, you need to perform a one-time registration with your BIB username and PIN. Thereafter, within the BIB Lite, customers only need to place their finger on the home button to view their account summary.

Customers need to create a PIN to access to Maybank Quick Balance during the one-time registration. All account numbers displayed are partially masked with only the last 4 digits of the account number revealed. The app does not store any account numbers, balances or other related information on the phone.

2. Can I register Maybank Quick Balance on multiple iPhones?

You are allowed to register Maybank Quick Balance for up to a maximum of three iPhones. If you have already registered 3 iPhones, you will be prompted to de-register one of them before registering for the forth iPhone.

3. I have changed to a new iPhone. Can I continue using Maybank Quick Balance on my new iPhone?

Yes, simply register Maybank Quick Balance on your new iPhone. However, please note that you are only allowed to register Maybank Quick Balance for up to a maximum of three iPhones.

4. I have registered for Maybank Quick Balance but would like to de-register from the service, how do I do so?

To de-register from Maybank Quick Balance, you can do the following:

- a. Go to the settings icon
- b. Login using your username and password
- c. Enter OTP
- d. Select de-register

This process is immediate and irrevocable.

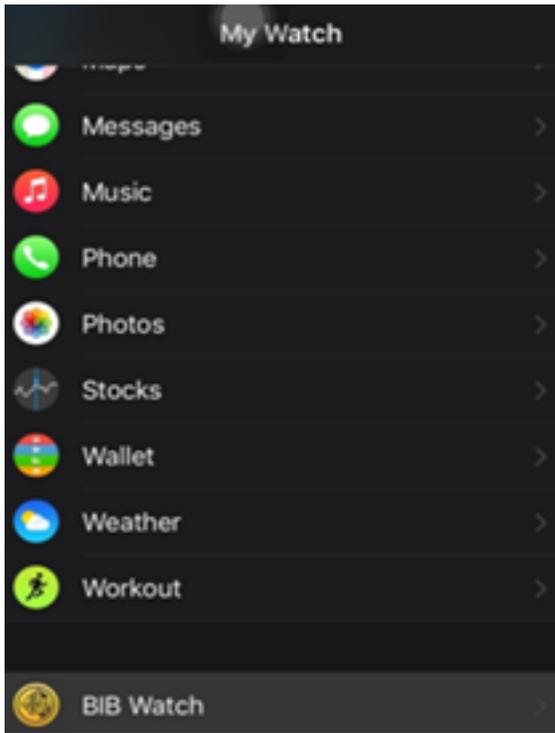
5. How do I enable Touch ID for Maybank Quick Balance?

Option is available during registration process.

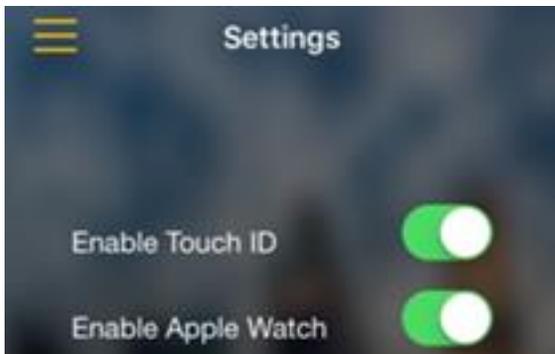
Alternatively, you can login using PIN and tap on Settings icon to enable Touch ID.

6. How do I enable BIB Lite in Apple Watch?

Download the app to Apple Watch using iPhone



Enable Apple Watch on BIB Lite



7. What should I do if I am locked out?

They can use the Forgot / Reset PIN option to input in their User ID, Password, One-Time Password (OTP) to reset.

8. What are the types of accounts being displayed on Quick Balance?

It will display only SGD Current Accounts.

9. Can customer view their Transaction History?

You can only view account balances on Quick Balance.

10. Do I need to login again every time to access Quick Balance on their Apple Watch?

Once you have enabled Apple Watch from your iPhone, they can access BIB Lite app on the Apple Watch without having to login.