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General

1. What are E-Payment Alerts?

These notifications are sent to you when payments are made through electronic means. This enables you to verify if a transaction is an authorised one.

2. What are Account-Related Alerts (SMART Alerts)?

This notification service is available to Maybank Online Banking (Individuals) only.

You will be notified of your activities relating to your Maybank account or banking services if you have registered for this service. This will enable you to monitor and track your banking transactions.

To register for this service, log in to Maybank Online Banking > Settings > SMART Alerts.

3. What are the changes to E-Payment & Account-Related Alerts (SMART Alert)?

Progressively from December 2021, selected notification letters will be replaced with email notifications. These will be sent to your email address in our records.

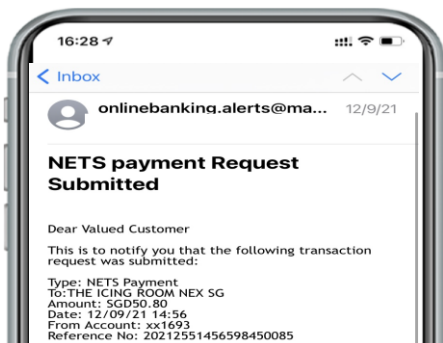
The default transaction threshold for receiving selected E-Payment and Account-Related Alerts will also be revised.

4. Why is Maybank converting letter notification to email notification?

Email notification allows you to receive timely alerts on selected financial transactions. This enables early detection of fraudulent transactions and is part of our support to the green initiative.

5. How do I ascertain the email notification is sent from Maybank?

Email notifications from Maybank will only be sent from onlinebanking.alerts@maybank.com.sg.





Individuals

1. What are the types of E-Payment Alerts?

We offer the following types of E-Payment Alerts:

- Bill Payment
- Credit Card Payment
- Share Payment
- One-off Transfer to Account Number or PayNow ID
- Funds Transfer to Account Number or PayNow ID
- Telegraphic Transfer
- Cashier's Order/Demand Draft
- RegionLink - Online Bill Payment (Malaysia)
- RegionLink - Online Funds Transfer
- NETS Payments

2. What are the types of Account-Related Alerts (SMART Alerts)?

We offer the following types of Account-Related Alerts:

- Account balance S\$200 and below
- Account balance S\$3,000 and below (For Current account)
- Insufficient funds for scheduled transaction
- Salary crediting (for Maybank accounts only)
- Scheduled transaction reminder
- Unsuccessful GIRO transaction
- Telegraphic Transfer received
- Cheque deposited into your account is returned
- Cheque issued by you is returned (For Current account)
- Available overdraft balance below - Customer specified amount
- Utilised overdraft balance above - Customer specified amount (For Current account)
- Low Available Balance Alert for Overdraft (For Current account)
- Time Deposit change of maturity instruction notification
- Credit Card payment reminder before payment due date
- Credit Card low balance alert
- Payment alert before payment due date (For Hire Purchase)
- Payment reminder after payment due date (For Hire Purchase)
- GIRO Set-up



3. Which Account-Related Alert (SMART Alerts)’s transaction tier has been revised?

Progressively from December 2021, the transaction tier to receive an alert will be revised for the following Account-Related Alerts:

Type of Account-Related Alerts (SMART Alerts)	Transaction Tier
Incoming Funds via PayNow	S\$100 S\$500 S\$1,000
Local Currency Incoming Funds	S\$100 S\$500 S\$1,000
Local Currency Outgoing Funds	S\$100 S\$500 S\$1,000

4. Which E-Payment Alert’s default transaction threshold has been revised?

The default transaction threshold to receive an alert will be revised for the following types of E-Payment Alerts:

- Funds Transfer to Account Number or PayNow ID
- Cashier’s Order / Demand Draft
- NETS Payment

5. Can I change the default transaction threshold to receive the alerts?

Yes, you can log in to Online Banking to change the default transaction threshold to receive the alerts.

E-Payment Alerts

Log in to Online banking > ‘Settings’ > ‘Manage E-Payments Alerts’ to make the changes.

Account Related Alerts

Log in to Online banking > ‘Settings’ > ‘SMART Alerts’ to make the changes.

Do note that this option is not available on Mobile Banking.

6. Which E-Payment and Account-Related Alerts (SMART Alerts) will be converted to email notifications?

You will receive email notifications, if you have an existing email address with us, for



- Savings/Current Account Related alerts
- NETS Payment alerts

7. Can I change the mode of receiving E-Payment and Account-Related Alerts (SMART Alerts)?

Yes, you may log in to Online Banking to opt in or out of Email and SMS alert.

E-Payment alerts

Log in to Online banking > 'Settings' > 'E-Payments Alerts' to make the changes.

Account-Related alerts

Log in to Online banking > 'Settings' > 'SMART Alerts' to make the changes.

8. How do I update my email address to receive the email notifications?

Steps to update your email address:

1. Login to Maybank Online Banking or Mobile Banking.
2. Look under 'Settings' to check if your email address is up-to-date.
3. Select 'Update Details' and follow the on-screen instruction
4. Allow 3 business days for your details to be updated

Do ensure that your email address is updated so that you will not miss out on any transaction alerts and important notifications from us.

Corporate (For Sole-Proprietor only)

1. What are the types of E-Payment Alerts?

We offer the following types of E-Payment Alerts:

- Credit Card Payment
- Funds Transfer to Account Number or PayNow ID
- APS / OBG
- Telegraphic Transfer
- Cashier's Order / Demand Draft
- RegionLink - Online Funds Transfer
- NETS Payments

2. Which E-Payment Alert's default transaction threshold has been revised?

The default transaction threshold to receive an alert will be revised for the following type of E-Payment Alerts:

- NETS Payments
- Funds Transfer to Account Number or PayNow ID
- RegionLink - Online Funds Transfer



3. Can I change the default transaction threshold to receive E-Payment Alerts?

Yes, you can change the default transaction threshold to receive the alerts except for NETS Payment transactions.

Do note that NETS Payments alert is specifically for Sole Proprietors and the default transaction threshold cannot be changed.

4. Which E-Payment Alerts will be converted to email notification?

You will receive email notifications, if you have an existing email address with us.

- NETS Payment alerts

5. Can I change the mode of receiving E-Payment Alerts?

Yes, you may log in to Business Internet Banking to opt in or out for Email and SMS alerts.

E-Payment Alerts

Log in to Business Internet Banking > 'Admin' > 'Manage E-Payments Alerts' to make the changes.

6. How do I update my email address to receive the email notifications?

You may complete the ['Business Internet Banking \(BIB\) Update of Customer Contacts Form'](#) and mail it to the address indicated on the form. Please allow 5 business days for your contact details to be updated.

Do ensure that your email address is updated so that you will not miss out on any transaction alerts and important notifications from us.