

## Frequently Asked Questions:

### Launch of the New Maybank2E (M2E) Mobile App with Secure2u Digital Token

*Applicable for Maybank2E RCMS customers*

**1. What are the key features of the new M2E mobile app?**

The new M2E mobile app (“M2E Global”) is updated with new features to make banking easier, faster and simpler, such as:

- View account portfolio across Maybank Group
- Check account balances and recent activity
- Authorise transactions on the go using Secure2u (a digital token)

**2. Where can I download the new M2E mobile app and find more information about it?**

The download links and information about the new M2E mobile app can be found at <https://maybank.sg/m2e>. Alternatively, search “M2E Global” on your mobile app store.

The new M2E mobile app is supported by IOS, Android and Harmony OS.

**3. What is Secure2u and its functions?**

Secure2u is your digital token on the new M2E mobile app, which provides you a safer and more convenient way to log in to Maybank2E RCMS / M2E mobile app and authorise transactions.

You are required to activate/register for Secure2u before enjoying this transaction authorisation method.

**4. How do I activate/register for Secure2u on the new M2E mobile app?**

*For New Users:*

Each new user will receive a system-generated email related to Maybank2E User Activation, which contains his/her login credentials as well as an Activation Kit (in PDF file). Users may follow the step-by-step instructions provided in the Activation Kit to perform Secure2u activation/registration.

*For Existing Users (with a physical token):*

Upon logging in to the new M2E mobile app, tap “Activate Secure2u” icon on the main page and follow the on-screen instructions.

Please note that by activating Secure2u, you will no longer be able to access the Maybank2E RCMS and M2E mobile app using a physical token. In other words, you will only be able to log in to Maybank2E RCMS and M2E mobile app using Secure2u through a registered mobile device.

**5. Will there be any charges for using the M2E mobile app and Secure2u?**

There will be no charges for using the M2E mobile app and Secure2u digital token.

**6. Can I register for Secure2u if I have multiple user IDs?**

Currently, each mobile device/number can only be registered to one (1) user ID for the purpose of Secure2u activation.

Should you have multiple user IDs, you may want to register your “Authorizer” profile user ID for Secure2u to allow you to log in and authorise transactions seamlessly on Maybank2E RCMS and M2E mobile app.

**7. I am currently using the existing M2E mobile app, but I am unable to see the Secure2u activation function. What should I do?**

You are strongly recommended to switch to the new M2E mobile app to enjoy the new features, such as Secure2u digital token for transaction authorisation.

Search “M2E Global” on your mobile app store to download the new M2E mobile app.

**For assistance, please contact our Maybank2E Helpdesk:**

Tel No.: +65 6720 3720

Email: [m2ehelpdesk-sg@maybank.com.my](mailto:m2ehelpdesk-sg@maybank.com.my)

Available from Monday to Friday, 8:00am - 7:00pm SG (UTC+08:00)