

New Card Activation FAQs

1. What does New Card Activation mean?

New Card Activation is a procedure required before you can start using your card.

2. Is the activation service available anytime of the day?

Yes. The activation service is available 24/7.

3. Why do I have to activate my new Card now?

Banks are taking extra steps to protect their cardholders to reduce the possibility of fraudulent transactions being undertaken by unauthorised parties.

4. Which types of Maybank Card need to be activated?

This activation applies to all new, renewal and replacement Maybank Credit and Debit Cards. For Credit Cards, all principal and supplementary credit cards including corporate cards will need to be activated.

5. How do I activate my Card?

You can activate your new Card via Maybank2u SG app or SMS on the registered mobile number of the Principal Cardmember.

Please refer to Question 6 and 7 for detailed activation steps.

6. How do I activate my Card via Maybank2u SG app?

- a) Sign up using your Personal Credit or Debit Card details and perform First Time Login or login with your Maybank Mobile Banking details
- b) Under Card Listing page, tap on the Card to activate
- c) Tap "Yes" under "Do you want to activate card?"
- d) Verify that the information displayed is Correct. Tap "CONFIRM" to continue
- e) Enter the SMS OTP send to mobile and tap "OK" to proceed

7. How do I activate my Card via SMS?

SMS to 79899:

ACT <space><last 4 digits of your card number>

E.g. ACT 1234

8. How do I activate my Card if my registered mobile number is not a Singapore registered number?

Activation of Card cannot be done through SMS if the registered mobile number is not Singapore registered. Please download "Maybank2u SG" from App Store or Google Play.

9. I am a Supplementary Credit Cardholder. Can I use my mobile number to activate my Supplementary card?

No. You will need to activate your Card using the Principal Cardmember's registered mobile number.

10. I am a Supplementary Credit Cardholder. Which Credit Card number should I use?

You should use the supplementary Credit Card number, which is the Card that you are activating.

11. Will my Supplementary Card be activated when I activate my Principal Credit Card?

No. Activation has to be done on per Card basis.

12. How do I activate a Supplementary Card?

Supplementary Card can be activated using the same methods as the Principal Card (i.e. via SMS). However, it should be noted that Supplementary Cardmembers are to activate their Cards through Principal Cardmember's mobile phone.

13. Can I activate a Supplementary Card before I activate my Principal Credit Card?

Yes.

14. Is the activation immediate?

Yes. Activation is immediate.

15. Is there a timeline to activate my new Card?

Cardmembers are advised to activate their card as soon as they receive it.

16. How do I know if the Card is activated?

An SMS will be sent to the registered mobile phone immediately upon successful activation.

17. What if I do not activate my Card?

If Card is not activated, your transaction will be declined.