

## 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. Can I use my new Card if I have not activated it?

No. You will need to activate your new Card before you can use it.

### 5. Which types of Maybank Card need to be activated?

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

### 6. How do I activate my Card?

You can activate your new Card via SMS on the registered mobile number of the Principal Cardmember or by calling our customer service hotline.

Please refer to Question 7 and 8 for detailed activation steps.

### 7. How do I activate my Card via SMS?

- i. **For customers with 2FA token:**  
SMS 79899 in the format:  
**CDTN <space> <16 digit card number> <space> <DOB - DDMMYYYY> <space> <OTP>**  
*E.g. CDTN 4966430000001234 15121969 12345678*
- ii. **For customers with 2FA SMS:**  
SMS 79899 in the format:  
**CDAC <space> <16 digit card number> <space> <DOB-DDMMYYYY>**  
*E.g. CDAC 4966430000001234 15121969*

### 8. How do I activate my Card via telephone?

Call **1800-MAYBANK** or **(65) 6533 5229** (Overseas) and Press \*2

### 9. 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 call **1800-MAYBANK** for activation.

### 10. How do I activate my Card if I am overseas?

When overseas, please call **(65) 65335229** for card activation.

**11. What is a 2FA (2-Factor Authentication) token?**

The 2FA token is an independent device that has been issued to customers for their online banking needs. This device will randomly generate an 8-digit one-time password (OTP), which can be used for Card activation. For more information, please [click here](#).

**12. What if I do not have the 2FA token?**

If you do not have the 2FA token, you can still activate your card using the 2FA SMS.

**13. What is a 2FA SMS?**

The 2FA SMS is a service where you can receive your One-Time Passwords (OTPs) via SMS directly on your registered mobile phone. For more information, please [click here](#).

**14. 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.

**15. 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.

**16. Will my supplementary Card be activated when I activate my principal credit card?**

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

**17. How do I activate a supplementary card?**

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

**18. Can I activate a supplementary card before I activate my principal credit card?**

Yes.

**19. Is the activation immediate?**

Yes. Activation is immediate.

**20. Is there a timeline to activate my new Card?**

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

**21. How do I know if the Card is activated?**

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

**22. What if I do not activate my Card?**

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