1. **What is SMS Transaction Signing Code?**

   SMS Transaction Signing Code is an 8-digit SMS code sent to your mobile phone number registered with the Bank when you perform some transactions such as adding a new payee or making funds transfer. The 8-digit SMS code needs to be keyed into the New Security Token for the latter to generate a 6-digit One Time Password to complete the transaction.

2. **How does this SMS Transaction Signing Code benefit me?**

   This new security feature prevents unauthorised transactions being performed on your account without your knowledge.

3. **What will happen to the existing payees that have been added?**

   You can still continue to use the existing payees previously added to perform the selected online banking transactions.

4. **Who will be receiving the SMS Transaction Signing Code?**

   The SMS Transaction Signing Code will be sent to the mobile phone numbers registered with the Bank when you perform the selected transactions.

5. **What if the SMS Transaction Signing Code is not received upon performing the related services?**

   There is a button on screen to request for a new SMS Transaction Signing code.

6. **How would the SMS Transaction Signing Code appear on my mobile phone?**

   Maybank2u.com.sg: Enter [8-digit code] into your Security Token to generate OTP for adding [Payee Name] with a/c ending [1234] as Payee of Telegraphic Transfer. If unauthorised, call +65 6533 5229 now. SG Time: DD/MM/YY HH:MM:SS

   SMS Code Example :
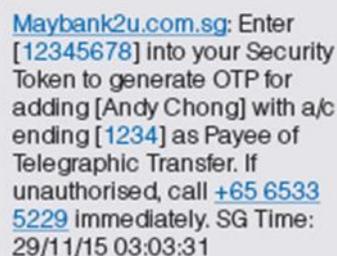
   Maybank2u.com.sg: Enter [12345678] into your Security Token to generate OTP for adding [Andy Chong] with a/c ending [1234] as Payee of Telegraphic Transfer. If unauthorised, call +65 6533 5229 immediately. SG Time: 29/11/15 03:03:31

7. How do I register/update my mobile phone number with the Bank?

You can do so using any of the modes below:

Modes	Processing Period
Maybank Online Banking	Update requires 3 business days
Maybank Branches	Immediate update: available during business hours
Maybank ATMs ○ Select "*More Services*" option, then choose "*Update Mobile Number*"	Immediate update: available 24 by 7
eServices Form	Update requires 5 business days

8. How do I update my mobile phone number using Maybank Online Banking?

You can update your mobile phone number by following the steps below:

1. Login to Maybank2u.com.sg
2. Click on "Customer Service" Tab
3. Go to "Your Particulars" on the left menu bar and follow the instructions on screen.

Please note that the updating of mobile phone number via Maybank Online Banking may take up to 3 business days.