

Maybank Enhanced Online/Mobile Banking Security Measures FAQs for new Maybank2u Online Banking

1. How do I apply for this SMS and Email Notifications service? What kind of transactions will trigger these notifications?

For your convenience, the Bank will send these notifications to you automatically when you have performed any of the below transactions. There is no need to register for this service.

Transaction Description	SMS and Email Notifications Provided	Default Threshold
One-Time Transfer to Account Number of PayNow ID	√	SGD\$100
Funds Transfer to Account Number or PayNow ID	√	SGD\$100
Telegraphic Transfer	√	SGD\$100
RegionLink – Online Funds Transfer	√	SGD\$100
Bill Payment	√	Any Amount
Credit Card Payment	√	Any Amount
Share Payment	√	Any Amount
Overseas Bill Payment (Malaysia)	√	Any Amount
NETS Payments (including contactless NETS)	√	SGD\$100
Cashier's Order	√	SGD\$500

2. How do these notifications benefit me?

These notifications will help to inform you of transaction activities on your account and enable you to act swiftly in the event of suspicious or fraudulent transactions.

3. Can I make changes to the default threshold amount?

Yes, you can change your preferred threshold amount via the new Maybank2u Online Banking.

4. How can I opt-out from the Notifications service?

You can opt-out from this service via the new Maybank2u Online Banking, except for notifications received for adding of payees. They are in place to alert you in event of suspicious or fraudulent transactions.

5. Why am I receiving the notifications even when I have opted out?

Changes made via Online Banking will only be effective the next business day.

6. Do I have to pay for these Notifications service?

No. This service is provided to you free-of-charge. However, if you are travelling and on a roaming network, your mobile service provider may charge you for receiving any incoming SMS depending on your mobile subscription plan. Find out more information with your mobile service provider.

7. How can I register/update my mobile number and email address to receive SMS and Email Notifications respectively?

You can update your mobile number and email address using any of the modes below:

Mode	Processing Period	Availability
Maybank Online Banking	3 business days	24/7
Maybank Branches	Immediate	During business hours
Maybank ATMs <i>Select "More Services" option, then choose "Update Mobile Number"</i>	Immediate	24/7
eServices Form	5 business days	NA

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 "Settings" Tab
3. Go to "Contact Details" on the left menu bar

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

9. Can I change the mobile number to an overseas number?

Yes, you can change the number to an overseas number.

10. I received notifications for a transaction that I did not perform. What should I do?

If the transaction is not performed by you or suspected to be fraudulent, please contact us at (65) 6533 5229 immediately. Do not to reply to the system-generated SMS and Email Notifications.

11. Can I claim from Maybank on the fee charged for the SMS notifications that I receive in the form of local/overseas SMS?

No, Maybank is offering this mandatory SMS and Email notifications free-of-charge. In the event that you are charged for the SMS notifications, this is likely to be imposed by your mobile service provider. Hence, Maybank will not be liable for these charges and will not reimburse the fees for receiving such SMS messages.

12. Can I opt for either SMS or Email Notifications?

Yes, you may choose between receiving SMS or Email Notifications in the new Maybank2u Online Banking.

13. What is the difference between SMART alerts, SMS and Email Notifications?

SMART alert is an optional SMS notification service that allows you to customize a wide suite of alerts based on your lifestyle needs. This allows you to monitor and track the transactions that matters to you. Some examples are Returned cheque, incoming funds on salary crediting.

SMS and Email Notifications is an auto-enrolled service for our Online Banking customers. The intent of these notifications is to alert you of any suspicious account activities. However, you can choose to opt-out from this service via the new Maybank2u Online Banking.

Please note that notifications received for adding of payees cannot be opted-out.