

Maybank Enhanced Online/Mobile Banking Security Measures FAQs

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	Add Payee	Funds Transfer with minimum amount of S\$500	Transactions of any amount
Inter-bank beneficiary (Maybank to another bank via GIRO & FAST)	✓	✓	-
Intra-bank beneficiary (Maybank to 3rd Party Maybank)	✓	✓	-
Local Bill Payment	✓	-	✓
RegionLink Bill Payment	✓	-	✓
Own Maybank Credit Card payment	✓	-	✓
3rd Party Maybank Credit Card payment	✓	-	✓
Other Banks' Credit Card Payment (Local)	✓	-	✓
Overseas Cash Withdrawal activation	-	-	✓
Maybank Mobile Money	-	-	✓
Loans/Overdraft/Islamic Financing Payment	-	-	✓

Ad hoc Share Payment	✓	-	✓
Electronic Payment for Shares (EPS)	✓	-	✓
RegionLink Funds Transfer to Malaysia	✓	✓	-
RegionLink Funds Transfer to Philippines	✓	✓	-
Telegraphic Transfer	✓	-	✓
Demand Draft	✓	-	✓
Cashier's Order	✓	-	✓

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 Online Banking.

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

You can opt-out from this service via 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 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:

Modes	Processing Period
Maybank Online Banking	Update requires 3 business days
Maybank Branches	Immediate update; available during business hours
Maybank ATMs	Immediate update; available

Select **“More Services”** option,
then choose **“Update Mobile
Number”**

24/7

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 “Settings” Tab
3. Go to “Update 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?

No, you will automatically receive both SMS and Email Notifications upon performing the related transactions.

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 & 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 Online Banking.

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