

## eStatement FAQ

### 1. How long are eStatements available for?

You can view eStatements from the past 12 months.

### 2. How do I register or deregister for eStatement?

You may register or deregister for eStatements on Maybank2u.com.sg (Online Banking) or on the Maybank2u SG (Lite) app.

- On Maybank2u.com.sg (Online Banking), login and click on Settings. Under the Accounts tab, click "Manage Statements".
- On Maybank2u SG (Lite) app, login and tap on "Maybank2u" at the bottom navigation. On the Accounts tab, tap on the triple dots at the top right hand corner. On the View eStatements page, tap on the triple dots at the top right hand corner, then tap on "Manage Statements".

### 3. I have just registered for eStatement. Why can't I view the eStatements yet?

You will only be able to view the eStatements from the next statement date.

### 4. What type of statement is available for eStatement registration?

- Affinity Platinum Credit
- Affinity Platinum Debit
- Balance Transfer (except for eCard Balance Transfer)
- Combined Statement
- Compressed Savings
- CreditAble UOD
- Current Account
- DUO Platinum MasterCard
- Family & Friends Platinum MasterCard
- Horizon Platinum Visa
- Manchester United Platinum Credit Card
- MasterCard Debit
- MasterCard Platinum
- Master Platinum
- Maybank ATM Card (MCE)
- Millennium MasterCard Classic
- Millennium Visa Classic
- Visa Classic
- Visa Infinite
- Visa Platinum
- World Mastercard

### 5. How can I register for Combined Statement?

You will be registered for Combined Statement automatically if you have either a Current Account or an Investment Account. However, if you had opted out of combined statement previously and wish to view eStatement, please visit any of our Maybank Branches to register for Combined Statement, then register for eStatement via Maybank Online Banking or Maybank2u SG (Lite) app.

### 6. Why can't I register for eStatement?

If you have previously applied for "Hold Mail" service with the Bank, you will not be able to apply for eStatement. You may visit any of our Maybank Branches to cancel the "Hold Mail" arrangement before you can apply for eStatement via Maybank Online Banking.

### 7. How do I know if my eStatement is ready for viewing?

A notification will be sent to your email to inform you when your eStatement is ready for viewing.

## 8. Which email address will the notifications be sent to?

The notifications will be sent to the email address which you have registered with the Bank previously. If you wish to update your email address, you may change it during the eStatement registration. Please note that by changing this email address, all email addresses which you have maintained with the Bank previously will be superseded accordingly.

## 9. What is the optimum resolution for viewing of eStatement?

The optimum screen resolution is 1024x768. The optimum zooming is at 64.1%.

To change the screen resolution, follow the steps below:

1. Right-click on the desktop screen, and then click **Display Settings**.
2. In the **Display Resolution** dropdown, select 1024x768.
3. Click **Keep Changes** to have the new resolution take effect.

To adjust the zooming in your PDF reader, click on the arrow in the Red box below and select the appropriate zoom level.



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