

eStatement FAQ

1. How long can I view my eStatement?

You can view eStatements up to the past 12 months.

2. How do I register for eStatement?

Just login to Maybank2u.com.sg (Online Banking), and register for eStatement at "eStatement Registration" under "Accounts" tab. You will receive an email notification when your eStatement is ready for viewing.

3. How do I de-register for eStatement?

The de-register option is available under "eStatement Registration".

4. 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.

5. What type of statement is available for eStatement registration?

Currently, the following statements are available

- 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

6. 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 21 Branches to register for Combined statement, then register for eStatement via Online Banking.

7. 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 21 Branches to cancel the "Hold Mail" arrangement before you can apply for eStatement via Online Banking.

8. 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.

9. Which email address will the notifications be send to?

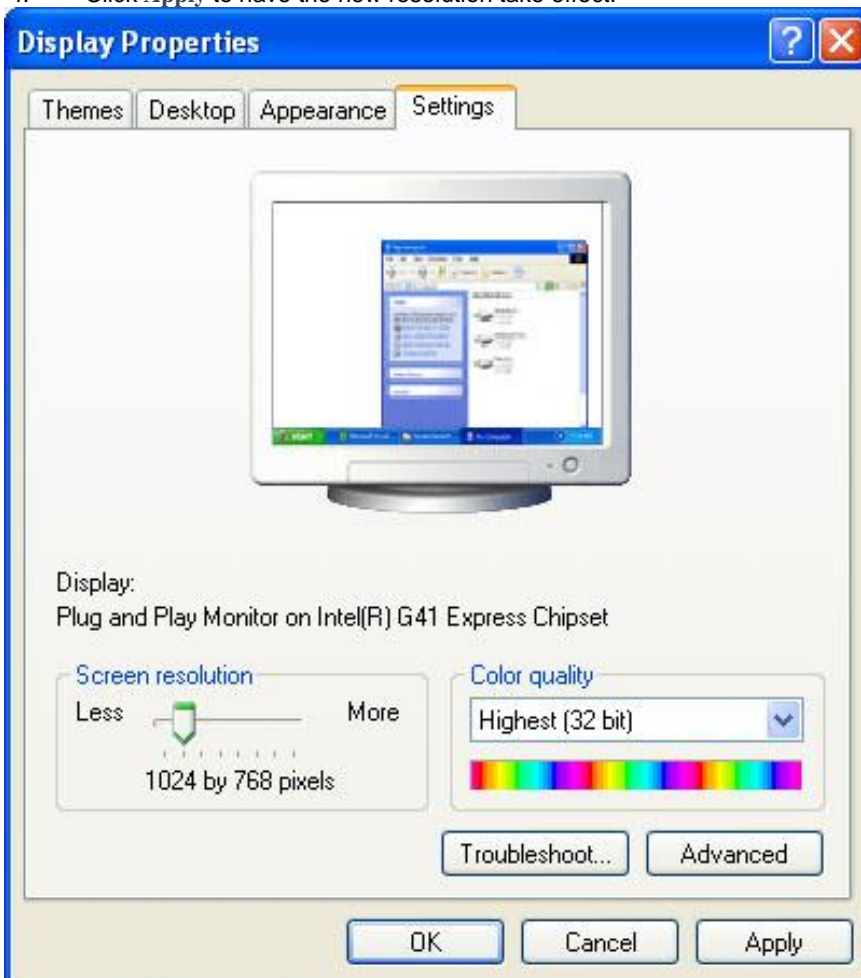
The notifications will be sent to the email address which you have registered with the Bank previously. If you wish to update your email address, you may change it during eStatement registration. Please note that by changing this email address, all email address which you have maintained with the Bank previously will be superseded accordingly.

10. What is the optimum resolution for viewing of eStatement?

The optimum screen resolution is 1024 x 768. The optimum zooming is at 64.1%

To change the screen resolution, follow the steps below

1. Right-click the desktop, and then click **Properties**.
2. In the **Display Properties** dialog box, click the **Settings** tab.
3. Drag the **Screen resolution** slider to the left to decrease the resolution of your monitor, making text and pictures appear larger. Or drag the **Screen resolution** slider to the right to increase your monitor's resolution, making text and pictures appear smaller.
4. Click **Apply** to have the new resolution take effect.



For zooming Click on the arrow in the Red box below and select the appropriate zoom level.

eStatement

View Statement

Available eStatements			
Statement	Account Number/ Card Number	Statement Date	
Combined Statement	-	31 December 2010	View
Compressed Statement	██████████	08 January 2011	View
Compressed Statement	██████████	07 January 2011	View

Consolidated Balances
ALL AMOUNTS ARE IN SINGAPORE DOLLARS AS AT 31 DECEMBER 2010
UNLESS OTHERWISE STATED.

1. SGD Deposits	521,316,192.77
2. Foreign Currency Deposits	0.00
3. SGD Overdraft	0.00
4. Foreign Currency Overdraft	0.00
5. OTHER LOANS	34,853.41
6. SGD UNIT TRUST	0.00
7. Foreign Currency UNIT TRUST	0.00

STATEMENT OF ACCOUNTS AS AT 31 DECEMBER 2010

ACCOUNT TYPE	ACCOUNT NUMBER	CURRENCY	Balance	SGD Equivalent
Current Account	8933000000	SGD	17,771,302.93	17,771,302.93
Current Account	8407532796	SGD	67,328.97	67,328.97
Current Account	8933001178	SGD	829,298.55	829,298.55

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