

Migrating from Maybank2u SG (Classic) app to the Maybank2u SG app FAQs

1. Why is Maybank discontinuing the Maybank2u SG (Classic) app?

We have migrated all the functions from the current Maybank2u SG (Classic) app to the new [Maybank2u SG app](#), with better functionality and design to provide a smoother banking experience. You may download our Maybank2u SG app via the [Apple App Store](#) or [Google Play Store](#) to continue using our services.

2. What will happen when the Maybank2u SG (Classic) app is no longer accessible?

You may proceed to login via the new Maybank2u SG app using the same username and password to access your accounts and perform transactions.

3. What is the difference between the Maybank2u SG (Classic) app and the new Maybank2u SG app?

The new Maybank2u SG app is upgraded with enhanced features and dashboard to make banking more intuitive and easier for you. It also comes with cross-border services, goal simulation and online investment capabilities, which are not available on M2U SG app.

4. How do I access the new Maybank2u SG app?

To access the new Maybank2u SG app, simply follow the steps below:

- i. Download our Maybank2u SG app via the Apple App Store or Google Play Store
- ii. Read and Agree to the Terms & Conditions
- iii. Click on 'Maybank2u' button on the bottom menu and select 'Existing M2U user? Log in here'
- iv. Key in your username and click 'Continue'
- v. Key in your password and click 'Continue'
- vi. Key in the SMS OTP and agree to the declaration to set up Secure2u
- vii. Set up biometrics and enable notifications
- viii. Customise your nickname and proceed to view your dashboard

For subsequent logins, simply scan your biometric or key in your password to log in.

5. Are my account and card details the same on the new Maybank2u SG app?

Yes, there is no change to your account or any of your banking details. Your payees and scheduled transfers/payments are also available automatically.

6. Do I need to set up a new online banking access to access the new Maybank2u SG app?

No, you may use the same username and password that you used to login to your Maybank2u SG (Classic) app.

7. Can I still use Maybank2u Online Banking if I already have the Maybank2u SG app installed?

The Maybank2u Online Banking is for customers who prefer the desktop digital banking experience and the mobile banking app is used for banking on the go. You may use both channels as you wish.

8. Is it safe to perform transactions on the new Maybank2u SG app?

Yes! The new Maybank2u SG app is constantly being equipped with the latest security measures for a secured banking experience.

9. What will happen to my payees?

There is no change to the payee list you have previously added. They will appear in the new Maybank2u SG app automatically.

10. What about the scheduled payment and transfers that I have set up on the Maybank2u SG (Classic) app?

There is no change to your scheduled payment and transfers. They will appear in the new Maybank2u SG app automatically.

11. How can I add new Payee on the new Maybank2u SG app?

You can add new Payee on the new Maybank2u SG app by

- i. Click on 'Maybank2u' > select the account
- ii. Choose the type of transaction to perform
- iii. Click 'Add'
- iv. Key in the payee details and perform transaction signing with your Secure2u digital token or security token

12. How do I perform funds transfer on the Maybank2u SG app?

After logging into the new Maybank2u SG app,

- i. Click on 'Maybank2u' > select the account
- ii. Choose the type of fund transfer to perform
- iii. Click on your desired payee to transfer

13. How do I make payment on the new Maybank2u SG app?

After logging into the new Maybank2u SG app,

- i. Click on 'Maybank2u' > select the account
- ii. Choose the type of payment to perform
- iii. Click on your desired payee to pay to

14. How do I use PayNow on the new Maybank2u SG app?

After logging into the Maybank2u SG app,

- i. Click on 'Maybank2u' > select the account
- ii. Click on 'PayNow'
- iii. Click on your desired payee to transfer
- iv. Key in your desired payment value

15. How can I view my eStatement?

After logging into the new Maybank2u SG app

Option 1:

- i. Click on 'Maybank2u'
- ii. Click on the 3-dot icon at the top right corner of the screen
- iii. Click on 'View eStatements'
- iv. iv. Select the eStatement type and month
- v. Click on the account

- i. Click on 'Maybank2u'
- ii. Select the account to view statement
- iii. Click on 'View eStatement'
- iv. iv. Select the eStatement type and month
- v. Click on the account

16. Do you have any step-by-step details to use the new Maybank2u SG app?

Yes, the detailed guide is available on

<https://www.maybank2u.com.sg/en/personal/bankingservices/self-service/online-mobile-banking/digital-services-guide.page?>

17. Can I still use my security token on the Maybank2u SG app?

Yes, you may use your security token to login and perform transactions authentication.

However, by switching to the Secure2u digital token on the Maybank2u SG app, you can enjoy a seamless and secure banking experience without any need for any SMS OTPs or security tokens.

Click [here](#) to find out how to register.

18. What is Secure2u digital token and how does it replace the security token?

Secure2u is Maybank's digital token, which provides the convenience to authenticate your Mobile Banking transactions, using Secure Verification.

Secure2u pairs your device with your mobile banking app, offering an extra level of security as all transactions performed can only be authorised on your registered device. Secure2u's unique device binding also reduces your exposure to OTP fraud.

The Secure2u feature on the Maybank2u SG app is enhanced with a minimum 24-hour activation period to prevent unauthorised approvals.

19. I have not logged into my Maybank2u SG app for more than 12 months, and now I cannot login. What should I do?

When you have not logged in for more than 12 months, your mobile banking access is deactivated. This is a measure to safeguard customer's Online Banking from being used by unauthorised parties. Please visit your nearest Maybank branch to reactivate your Online Banking access, or call contact centre for assistance if you are overseas.

20. Whom should I contact for help if I cannot find certain features on the new Maybank2u SG app, or I need more guidance on how to use them?

You may contact our Contact Centre at 1800-629 2265 (1800-MAYBANK) or (65) 6533 5229 (Overseas).

Information is updated and correct as at April 2025.