

## **FAQ – Migrating from classic Maybank Online Banking to the new Maybank2u Online Banking**

### **1. What does “disabling the services on classic Maybank Online Banking” mean?**

The classic Maybank Online Banking will no longer be in service. However, you may use our new Maybank2u Online Banking via the same URL ([www.maybank2u.com.sg](http://www.maybank2u.com.sg)) to access your banking details and perform transactions. To login, simply click on ‘Login’ and select ‘New M2U Online Banking’.

### **2. Why did Maybank discontinue the classic Maybank Online Banking?**

We have enhanced the new Maybank2u Online Banking with more features and a simplified design to provide you with a better and more seamless banking experience.

### **3. What will happen when the classic Maybank Online Banking is no longer accessible?**

You may proceed to login via the new Maybank2u Online Banking to access your accounts and perform transactions.

### **4. What is the difference between the classic Maybank Online Banking and the new Maybank2u Online Banking?**

The new Maybank2u Online Banking is upgraded with more features such as applying for iSAVvy Time Deposit placement, managing Time Deposit placements, download your transaction history up to 12 months in PDF, XLS, CSV format, and more to give you a better online banking experience.

### **5. How do I access the new Maybank2u Online Banking?**

To login, simply follow the steps below:

- i. Visit [www.maybank2u.com.sg](http://www.maybank2u.com.sg)
- ii. Click on ‘Login’ button on the top right menu and select ‘New M2U Online Banking’
- iii. A new browser tab or window will appear, with the URL starting with <https://cib.maybank2u.com.sg>
- iv. Key in your username and password and click ‘Login’
- v. Alternatively, login with QR if you have the Maybank2u SG (Lite) app.

### **6. Are my account and card details the same on the new Maybank2u Online Banking?**

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

### **7. Do I need to set up a new Online Banking access to access the new Maybank2u Online Banking?**

No, just use the same username and password that you used to login to your classic Maybank Online Banking.

**8. Why am I only seeing the classic Maybank Online Banking instead of the new Maybank2u Online Banking?**

If you accessed the classic Maybank Online Banking via your saved favourite link, it will direct you to the classic Maybank Online Banking. To ensure that you access the new Maybank2u Online Banking, please manually type in the URL ([www.maybank2u.com.sg](http://www.maybank2u.com.sg)) to your browser and click on the 'Login' button at the top right menu and select 'New M2U Online Banking'.

**9. Do I need to update my Internet browser to start using the new Maybank2u Online Banking?**

For the best browsing and security experience, we encourage you to update your browser to the latest version.

**10. Do I need to use Maybank2u Online Banking if I already have the mobile banking app installed?**

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

**11. Is it safe to perform transactions on the new Maybank2u Online Banking?**

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

**12. 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 Online Banking automatically.

**13. What about the scheduled payment and transfers that I have set up on the classic Maybank Online Banking?**

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

**14. How can I add new Payee on the new Maybank2u Online Banking?**

You can add new Payee on the new Maybank2u Online Banking under Transfer or Payment or service tab. You can also add Payee after performing one-time transfer/payment.

**15. How do I perform funds transfer on the new Maybank2u Online Banking?**

After logging into the new Maybank2u Online Banking, click on 'Pay & Transfer' on the top right menu, and click on 'Transfer'. Select the transfer type and recipient type. Key in your desired transfer value on the pop up box, confirm with Secure2u digital token/physical token/SMS OTP.

**16. How do I make payment on the new Maybank2u Online Banking?**

After logging into the new Maybank2u Online Banking, click on 'Pay & Transfer' on the top right menu, and click on 'Pay'. Select the payment type and recipient type. Key in your desired payment value on the pop up box, confirm with Secure2u digital token/physical token/SMS OTP.

### **17. How do I use PayNow on the new Maybank2u Online Banking?**

After logging into the new Maybank2u Online Banking, click on 'Pay & Transfer' on the top right menu, and click on 'Transfer'. Select PayNow under Transfer type. Key in your desired payment value on the pop up box, confirm with Secure2u digital token/physical token/SMS OTP.

### **18. How can I view my eStatement?**

After logging into the new Maybank2u Online Banking, authenticate with Secure2u digital token/physical token/SMS OTP, click on 'View eStatements' at the bottom of the screen. Select the eStatement type and month, and click on the download icon.

For Premier Wealth and Private Wealth customers, you can access your statements under 'Premier' or 'Private' on the top menu bar.

### **19. Do you have any step-by-step details to use the new Maybank2u Online Banking?**

Yes, the detailed guide is available on [maybank.sg/digitalguide](https://maybank.sg/digitalguide).

### **20. Can I still use my physical token on the Maybank2u Online Banking?**

Yes, you may use your physical token to login and perform transactions authentication. However, we will gradually phase out physical security tokens in the near future. Switch to Secure2u digital token on the Maybank2u SG (Lite) app for a more seamless and secured experience. Click [here](#) to find out how to register.

### **21. What is Secure2u digital token and how does it replace the physical token?**

Secure2u is our digital token which provides the convenience to authenticate your Maybank2u Online Banking and Mobile Banking transactions, using Secure Verification (one-tap approval).

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 (Lite) app is enhanced with a minimum 24-hour activation period to prevent unauthorised approvals.

### **22. I have not logged into my Maybank Online Banking 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 Online 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 obtain a fresh Online Banking access or complete the [eService form](#).

### **23. I am a Maybank Business Internet Banking (BIB) customer. Will this change affect me?**

This change will not affect Maybank Business Internet Banking (BIB) users. You may continue to log in and transact as usual.

**24. Who should I contact for help if I cannot find certain services on the new Maybank2u Online Banking, 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). For Premier Wealth and Private Wealth customers, you may reach out to your Relationship Manager.