



## Integrated Maybank2u.com FAQs

### 1. What is Integrated Maybank2u.com?

Integrated Maybank2u.com is a free Online Banking service offered to customers who have access to both Maybank2u.com.sg (Singapore) and Maybank2u.com.my (Malaysia). It provides the convenience of a common login capability, which means that customers who have successfully registered for the service would be able to login and view their Maybank accounts in both Singapore and Malaysia, using a single Username and Password.

### 2. How do I apply for Integrated Maybank2u.com?

You can login to either classic Maybank2u.com.sg or Maybank2u.com.my to apply for Integrated Maybank2u.com.

You will need the following information for application

- Username and Password for Maybank2u.com.sg
- Username and Password for Maybank2u.com.my
- Two-Factor Authentication (2FA) SMS or Security Token from Maybank Singapore
- Registration Code (this will be generated online for you during the procedure)
- Transaction Authority Code (TAC) from Maybank Malaysia

Please follow this guide for a **one-time registration** for Integrated Maybank2u.com.

- Login to Maybank2u.com.sg
- Click on "Maybank2u@MY" on the tab
- To register, click "here" for the one-time activation
- Key in the following, then click "Submit"
  - Username for Maybank2u.com.my
  - 2FA OTP
- Copy the Registration Code generated
- Click on "Click here to proceed to Maybank2u.com.my for activation"; you will be redirected to the login page of Maybank2u.com.my
- Key in your Username and Password to login as requested
- Go to "Settings" and click on the "Account" tab
- Click on "Singapore Accounts", and click "Activate"
- Key in the following, then click "Confirm"
  - Username for Maybank2u.com.sg
  - Registration Code
  - Transaction Authorisation Code (TAC)

The service for Integrated Maybank2u.com is activated once the above is completed.

### 3. After keying in my Username and 2FA One-Time Password (OTP), I am asked for my Registration Code. What is this?

The Registration Code consists of 8 alpha-numeric characters (case sensitive), and is used to authenticate the onetime registration for Integrated Maybank2u.com. It will be generated by the system during the registration process, and valid for 30 minutes.

#### 4. Upon registration, how do I subsequently access Maybank2u.com.my via Maybank2u.com.sg?

Upon registration, you will see "Maybank2u@MY" on the tab when you login to Maybank2u.com.sg. Simply click on the link, then select "Proceed to Maybank2u.com.my" to proceed.

### Transaction Authorisation Code (TAC)

#### 1. What is a Transaction Authorisation Code (TAC)?

TAC is a 6-digit security feature that has been implemented to provide a 2nd layer of protection for online banking transactions, in addition to your login Username and Password.

#### 2. How can I obtain the TAC?

You can request for a TAC through the following channel and the code will be provided as follows

**Via Maybank2u.com (Malaysia)** - Your TAC will be sent via SMS to your registered mobile phone. (Pre-registration of your mobile number must be done at the Kawanku ATM or through Kawanku Phone Banking)

### Transaction Authorisation Code (TAC) via SMS

#### Singapore Mobile Number Registration for TAC

If you have an online banking account for Maybank2u.com (Malaysia), you can now use your Singapore-registered mobile phone to receive the Transaction Authorisation Code (TAC) via SMS.

To register online, simply log into Maybank2u.com.sg (Singapore) to register.

#### 1. Who is eligible to register for this service?

To be eligible for this service, you must have:

- Online banking accounts for both Maybank2u.com.sg (Singapore) and Maybank2u.com (Malaysia), Maybank's online banking service in both Singapore and Malaysia; and
- A Singapore mobile phone number.

#### 2. How do I register for TAC to be sent via SMS to my Singapore-registered mobile phone number?

Follow these steps to register your mobile:

- Log into Maybank2u.com.sg (Singapore)
- Select Maybank2u@MY from the menu located on the tab above.
- When the page below is displayed, select the TAC application link.
- Next, fill in the application form and submit it online.

#### 3. When can I start using my Singapore mobile phone number for TAC?

Upon successful registration, you will receive SMS notification on your registered mobile phone number within two working days (excluding Saturdays, Sundays and Malaysia public holidays which include Federal Territory Malaysia public holidays). You will be able to request for TAC online and receive it by SMS after that.

#### 4. Can I register my Singapore mobile phone number for TAC even if I do not have an ATM card?

Yes, you can. Only your Maybank Malaysia Account No. is compulsory. You may choose to leave the Maybank Malaysia ATM Card No. field blank.

**5. How do I request for TAC to be sent via SMS?**

For transactions that require TAC, simply click on the "Request for TAC" link in the transaction page and your TAC will be sent to your registered mobile phone number.

**6. Why didn't I receive SMS notification to confirm the registration?**

If you do not receive SMS notification to confirm your registration, please contact our Customer Relationship Executives on **1800-MAYBANK** (1800-629 2265) or **(65) 6533 5229** (Overseas).

**7. What should I do if I still do not receive TAC after repeated attempts?**

If you encounter problems with getting your TAC via SMS on your Singapore-registered mobile phone, please call Maybank Group Customer Care of our Kuala Lumpur Head Office on Tel. **6536 0660** for assistance.

**Others**

**1. Are there any charges for using Integrated Maybank2u.com?**

No, there is no charge for using our Integrated Maybank2u.com service.

**2. Can I de-register the Integrated Maybank2u.com service in future?**

Yes, you can de-register the service should you decide to terminate your usage.

**3. How do I de-register the Integrated Maybank2u.com service?**

Once you login to Maybank2u.com.sg, click on "Maybank2u@MY" on the tab above. You will see the option "De-Register Common Login Service" on the main screen. Click on this option to de-register.

**4. What will happen if I close my online account for Maybank2u.com.sg or Maybank2u.com.my?**

If you close either account, your Integrated Maybank2u.com service will be automatically deactivated.

**5. Can I apply for a Maybank Malaysia Savings Account via Maybank2u.com.sg?**

No, the service for opening a Maybank Malaysia Savings Account via Maybank2u.com.sg is currently not available.

**6. Can I apply for a Maybank Singapore Savings Account via Maybank2u.com.my?**

No, the service for opening a Maybank Singapore Savings Account via Maybank2u.com.my is currently not available.

**7. Will security be compromised if I use Integrated Maybank2u.com?**

No, security will not be compromised. We wish to assure you that all your banking information transmitted online is encrypted using the 128-bit Secure Sockets Layer (SSL) protocol from Verisign Certificate Authority to ensure data confidentiality and integrity. SSL is a secure way of transferring information between computers via the Internet using encryption; strong end-to-end encryption has also been adopted within the bank's computer networks and resources.

**8. After I login to Maybank2u.com.sg, why do I see the message "Password Locked" when I click on Maybank2u@SG (MY)?**

If this should happen, please call our Customer Service Executives on 1800-MAYBANK (1800-629 2265) or (65) 6533 5229 for further assistance.

**9. Why can't I login to my Maybank2u.com.my via Maybank2u.com.sg (ie. integrated Maybank2u)?**

Your integrated Maybank2u access will be deactivated if you do not use it or do not login to Maybank2u.com.my for the past 6 months. You will need to register again for integrated Maybank2u for such case.