

## Maybank Private Online Banking Service FAQs

1. **What is Maybank Private Online Banking Service?**  
Maybank Private Online Banking Service is offered via the Maybank2u.com.sg Online Banking Platform to provide our Maybank Private clients secure banking services over the internet.
2. **What can I do with Maybank Private Online Banking Service?**  
Currently, the service allows Maybank Private clients to view their Maybank Private account(s)' month to date transactions and the electronic version of their monthly paper statements(e-Statements) online.
3. **Can corporate clients apply for Maybank Private Online Banking Service?**  
Currently the above service is only available for individual and joint accounts.
4. **How can I access Maybank Private Online Banking Service?**  
You can access Maybank Private Online Banking Service via a personal computer with internet connectivity.
5. **I am an existing Maybank Online Banking customer, how do I sign up for Maybank Private Online Banking Service?**

**Existing** Maybank Online Banking customers need to

- a. Complete the Maybank Private Online Banking Service Request Form
- b. Select "Apply" under Section 3. e-Statements Service Request
- c. Email the duly signed form to [pweservice@maybank.com.sg](mailto:pweservice@maybank.com.sg) or fax it to number: 6438 0831

Upon being notified of your successful enrolment via email

- Go to [www.maybank2u.com.sg](http://www.maybank2u.com.sg)
- Click "Login" on the top right hand corner, then "Maybank Private"
- Select "Login" tab and use your existing Maybank Online Banking Username and password to log in to access our Maybank Private Online Banking service

6. **I am not an existing Maybank Online Banking customer, how do I sign up for Maybank Private Online Banking Service?**

Customers who are **new** to Maybank Online Banking need to

- a. Complete the Maybank Private Online Banking Service Request Form
- b. Under Section 2. Internet Banking Request, complete section under New Online Banking User
- c. Email / fax the duly signed form to [pweservice@maybank.com.sg](mailto:pweservice@maybank.com.sg) or fax number: +65 6438 0831

Your Access ID and PIN will be mailed to you via 2 separate mailers within 5 business days. Once you get your Access ID and PIN, please follow the instructions in the mailer and perform a First Time Login to start using our Maybank Private Online Banking service.

For more queries with regards to Maybank Online Banking, please feel free to email your queries to [pweservice@maybank.com.sg](mailto:pweservice@maybank.com.sg).

**7. I am an existing Maybank Online Banking customer but I have forgotten my login ID and/or Password? What should I do?**

You need to

- a. Complete the Maybank Private Online Banking Service Application Form
- b. Tick the relevant boxes in Section (2) and
- c. Email / fax the duly signed form to pweservice@maybank.com.sg or fax number: +65 6438 0831.

**8. Are there any charges for using Maybank Private Online Banking Service?**

No, there is no charge for the above service.

**9. Upon enrolling for Maybank Private Online Banking (e-Statements) Service, will I still receive monthly statements?**

Upon enrolling for Maybank Private Online Banking (e-Statements) Service, the following will happen:

Private Wealth single name accounts: you will not receive the paper statements by mail from the next printing date of the monthly statement.

Private Wealth joint-name accounts (regardless of signing condition): you will continue to receive monthly paper statements by mail until ALL the joint-name account holders have successfully enrolled for Maybank Private Online Banking (e-Statements) Service.

**10. What will I see when I first log in to Maybank Private Online Banking Service?**

You will be able to view your month to date transactions as well as monthly Maybank Private e-Statements.

Do note that upon successfully enrolling in Maybank Private Online Banking Service, you will only be able to view your month to date transactions and monthly Maybank Private e-Statements from the next day.

Please refer to the sample scenarios below on what you will see from the next day upon successfully enrolling in Maybank Private Online Banking Service:

Scenario 1:

Date of Successful Enrolment	8 June 2018
Online e-Statements Login view on 8 June 2018	<ul style="list-style-type: none"> <li>• No statements will be available for viewing.</li> </ul>
Online e-Statements Login view on 9 June 2018	<ul style="list-style-type: none"> <li>• Month to date e-Statement reflecting transactions from 1 June till 8 June 2018.</li> <li>• Monthly e-Statement: May 2018 (available after the 5th business day of each month).</li> </ul>

Scenario 2:

Date of Successful Enrolment	1 June 2018
Online e-Statements Login view on 1 June 2018	<ul style="list-style-type: none"><li>• No statements will be available for viewing.</li></ul>
Online e-Statements Login view on 2 June 2018	<ul style="list-style-type: none"><li>• Month to date e-Statement reflecting transactions on 1st June.</li><li>• Monthly e-Statement: May 2018 e-Statement will only be available after the 5th business day of the following month i.e. from 7 June 2018.</li></ul>

**11. What types of transactions can be viewed via Maybank Private Online Banking Service?**

You will be able to view/retrieve your month to date transactions as well as monthly e-Statements.

The month to date transactions view will reflect all your Maybank Private account balances and investment holdings as well as the month to date transaction movements and details up till the close of the previous day.

The monthly e-Statement view allows you to retrieve the electronic version of your monthly paper statements.

The monthly e-Statements will be stored for up to 12 months.

**12. How will my Maybank Private e-Statements be displayed if I maintain multiple accounts with Maybank Private?**

The Maybank Private e-Statement is the electronic version of the monthly paper statements. The account statements of all the accounts held by you (both singly or jointly) will be displayed in a single document and arranged in ascending order based on the account number.

**13. When will my latest month-to-date statement be available for viewing in Maybank Online Banking Service?**

Your latest month-to-date statement will be available for viewing daily from 10am onwards.

**13. Will there be any notification from the Bank when the monthly e-Statements are available for viewing?**

We will send a notification email to your registered email address once the monthly e-Statements are available for viewing.