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General

1. What is Secure2u?

Secure2u is a digital token on your Maybank2u SG App. It's a secure and convenient way to authorise transactions on your registered mobile device, allowing you to enjoy a fuss-free and seamless banking experience.

This is an alternative to other 2-Factor Authentication (2FA) ways like physical Security Token and SMS OTP (One-time Password).

2. Why should I use Secure2u?

Secure2u offers a more secured and convenient way to authenticate your mobile banking transactions.

Secured - Secure2u has a first layer of authentication in the form of device binding, which links the registered mobile device to a specific user account

Convenient - No more waiting for SMS OTP or carrying a physical Security Token. Transact anytime with just one tap.

3. Can I continue to use physical Security Token or SMS OTP?

Once you have registered for Secure2u, it will be the default method to authenticate transactions performed on your Maybank2u SG app (Mobile Banking)

You are still required to use your physical Security Token or SMS OTP for transactions performed using Maybank2u.com.sg (Online Banking)

Registering/De-registering Secure2u

1. What is the device minimum operating system requirement to run Secure2u?

You can run Secure2u on any Apple device with iOS12.0 or higher, or an Android device running on v8.0 or higher.

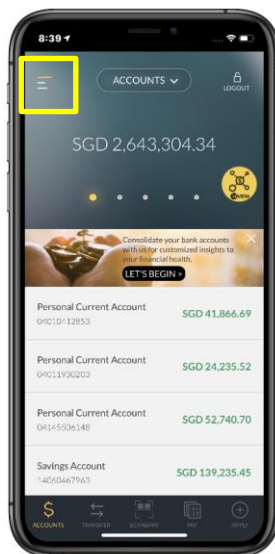
Tip: For security, ensure that your Maybank2u SG App is always updated on your device.

2. How do I register for Secure2u?

On your Maybank2u SG App

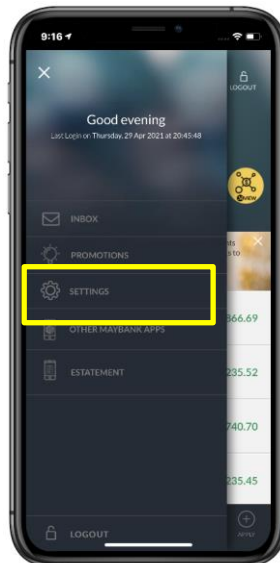
Step 1

Tap on the menu (top left)



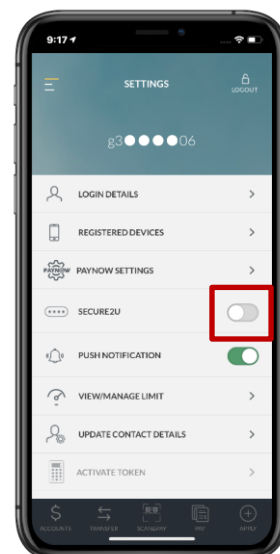
Step 2

Tap on *Settings*



Step 3

Swipe right on *Secure2u* and follow on-screen instructions



Note: During Secure2u registration, you would need to generate an OTP using either your physical Security Token (Transaction Signing) or email OTP that will be sent to your registered email address.

3. How can I register for Secure2u if my physical security token is damaged/out of battery?

You can register using the OTP that will be sent to your registered email address.

Secure2u Invite page > Select *Register* > Select *Email/SMS OTP* and follow on-screen instructions.

4. Can I register Secure2u on multiple devices?

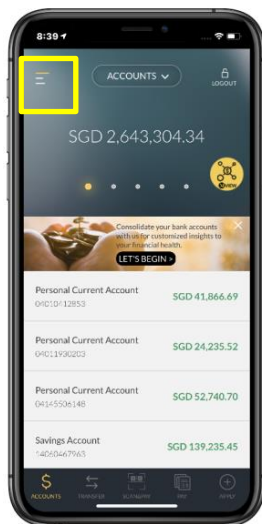
No. For security, you can only register for Secure2u on one device.

5. How do I de-register for Secure2u?

On your Maybank2u SG App

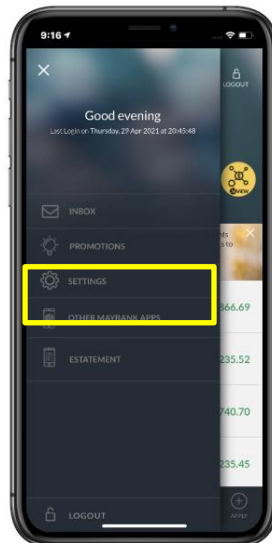
Step 1

Tap on the menu (top left)



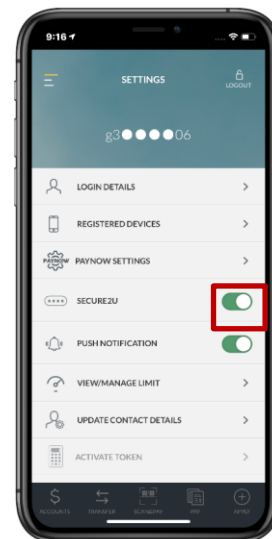
Step 2

Tap on *Settings*



Step 3

Swipe left on *Secure2u* and follow on-screen instructions



Using Secure2u

1. How do I authenticate my mobile banking transactions?

For mobile banking transactions, authentication is done securely and seamlessly in the background when you log in with your Mobile Banking username and password. For transactions requiring transaction signing, you will need to enter your online banking password for authentication.

2. Can I use Secure2u when I am overseas?

Yes as long as you have a stable internet connection.

Tip: Do ensure the date and time settings on your device are set to *automatic* for the correct time zone to be displayed.

3. Why am I unable to authenticate transactions using Secure2u on Online Banking (Maybank2u.com.sg)?

Currently, Secure2u can only be used to authenticate mobile banking transactions.

4. What should I do if I change/lose my mobile phone?

Secure2u is tied to one device at a time. Do download Maybank2u SG App on your new device before re-registering for Secure2u. During the registration, you will also be prompted to de-register Secure2u from the old device.