



Client Charter

Safety and Security of Operations

The Maybank Group is highly committed to ensuring the safety and security of the operations of our online financial service. For this purpose, we have put in place strong security measures to prevent unauthorised access which could be in the form of alteration, destruction or theft of data, or compromise the confidentiality of our customers' data. To create a secure and confidential online financial service environment, we adhere to strict computer security standards and have put in place a combination of access, authentication and other security controls. For more details, please refer to our security statement.

Privacy Policy

We recognise that the privacy of our clients' personal and financial information is a fundamental element of public trust and confidence in our online financial service. We are well aware of our customers' online privacy concerns and as such, adopt responsible privacy standards to provide our customers with privacy protections in the online environment. Please view our privacy policy for further details of our commitment towards ensuring our clients' privacy.

Reliable and Quality Services

The Maybank Group is committed, at all times, towards maintaining the customers' best interests as the governing influence in the provision of our online financial service. To provide reliable and quality services, we will ensure that all personnel and staff involved in providing these services have the necessary expertise and skills. We will also ensure that we possess sufficient resources to run and support the online financial service system and address any related security and privacy concerns that our customers might have.

Transparency of Products

We are also committed at all times, in ensuring that any disclosure of our products and services, is fair and accurate. We shall not for this purpose engage in deceptive, misleading or false representations with regards to the products and services we provide.

Prompt Response for Enquiries and Feedback

We welcome and encourage your enquiries, feedback and complaints. These will help us identify and improve on any weaknesses in the services we provide.

In an effort to address any concern or answer any questions our customers may have, we endeavour to ensure that we have trained staff to provide a prompt and satisfactory response.

If our feedback or response is in anyway unsatisfactory, customers can [email](#) or send their complaints to us at the address below.

Maybank Customer Experience Management

2 Battery Road
Maybank Tower
Singapore 049907

Resolving Disputes related to Online/Mobile Banking

Ensuring the security of your online banking transactions is our top priority. If you have any claim or dispute in respect of or arising from the use of Maybank Online/Mobile Banking service, you can be assured that we will acknowledge your claim or dispute as soon as possible. A thorough investigation will be immediately conducted based on information provided by you and other reliable sources, which include information gathered internally within the Bank and externally from relevant parties, if any. We will work with you for an amicable resolution of your feedback, as soon as possible. If the matter is complex and requires more time for investigation, please be assured that we will keep you updated on the progress of our investigations.

To ensure the safety of your online banking transactions, please keep your online password, account numbers, personal identification information, and other account data confidential. Our liability for any loss suffered by you or any third party arising from and in connection with the use of Maybank Online/Mobile Banking service will be determined in accordance with the terms and conditions governing Internet Banking Services.

Maybank Singapore Limited (UEN: 201804195C)