

1. Why is Maybank sending me a New Security Token?

Maybank is issuing the New Security Token to its Online Banking and Mobile Banking customers as part of an industry-wide initiative by the Association of Banks in Singapore (ABS) to enhance online security.

From 23rd December 2012, Transaction Signing will be required for certain types of online transactions. Consequently, customers will be prompted to key in transaction-specific details (e.g. beneficiary account number) for selected transactions (e.g. fund transfers) into the New Security Token to generate a One-Time Password (OTP) in order to proceed with such transactions. This enhanced authentication feature serves to better protect your internet banking transactions against online frauds.

2. Do I need to pay for the New Security Token?

Your first token will be sent to you at no charge.

For replacement due to loss of token, please take note that there is a replacement fee of S\$20.

For replacement due to faulty device or battery wear-out, there is no replacement fee.

3. How long can the battery in the new security token last?

The battery in the New Security Token can last 4-5 years depending on the frequency of usage.

A message will be displayed on your token when the battery life is nearly exhausted.

Message	What it means
BATT5	5 weeks of estimated battery life remaining
BATT4	4 weeks of estimated battery life remaining
BATT3	3 weeks of estimated battery life remaining
BATT2	2 weeks of estimated battery life remaining
BATT1	1 week of estimated battery life remaining
DISABLE	Battery life is exhausted

4. Can I obtain the one-time Authorisation Code from the New Security Token to authenticate my online transactions at 3-D Secure merchant websites using my Maybank Credit/ Debit/ registered Prepaid Card?

No, you will not be able to obtain the one-time Authorisation Code from the New Security Token to authenticate your online purchases at 3-D Secure merchant websites.

With effect from 22 October 2012, you will need to hold a mobile phone to perform online purchases at 3-D Secure Merchant websites as the Authorisation Code will be sent via SMS to your Singapore-registered mobile number with the Bank.

Receiving, activating and using your New Security Token

1. **When I log on to Online Banking, I am not prompted to enter my One-Time Password. Instead, I see a message informing me that the New Security Token has been issued and I have [XX] days to activate it? But I have not yet received it.**

A token has been issued and is on its way to you.

You will still be able to access Online Banking with your existing 2FA mode (SMS or oval-shaped token) by clicking on the relevant link.

2. **When I log on to Online Banking, I see a message informing me that the New Security Token has been issued and I have [XX] days to activate it? What will happen if I activate the token?**

For customers using the oval-shaped token:

Upon activation of the New Security Token, your oval-shaped token will be disabled. You will need to use the new device to logon and complete online transactions. On-screen instructions will be provided.

For customers using SMS-2FA:

Upon activation of the New Security Token, you can choose to:

- I. Continue to use my SMS-2FA*
- II. Discontinue the use of my SMS-2FA

*If you choose to continue with the use of SMS-2FA, please note that with effect from end December 2012, you will have to use the New Security Token for transactions that require Transaction-Signing.

3. **When I log on to Online Banking, I see a message informing me that the New Security Token has been issued and I have [XX] days to activate it? I have received the token but I don't have it with me. Can I still log on to Online Banking?**

Yes, you can still proceed to log on to Online Banking for the next [XX] days using your existing 2FA mode (oval-shaped token or SMS-2FA) by clicking on the relevant link.

4. **When I log on to Online/Mobile Banking, I see a message informing me that the New Security Token has been issued and I have [XX] days to activate it? I am going overseas for 1 month. Will I be able to activate it after I come back?**

Yes, you will be able to activate the **New Security Token** at any time after it has been issued to you.

The Grace Period is an added feature that allows you to use your existing 2FA mode for up to 30 days after a new token has been issued to you.

5. **When I log on to Online Banking, I see a message informing me that the New Security Token has been issued and I need to activate the new token before I can proceed to Online Banking. I have not yet received the new token. What shall I do?**

If you have not received your token and you need to urgently perform some online transactions, please visit any of our Maybank Singapore Branches. Alternatively, please submit a new request by completing the [eServices form](#). Replacement fee will be waived in this case.

6. **How do I activate the New Security Token?**

Simply logon to your account using your Username and Password. Click on the relevant link and follow on-screen instructions.

7. Where is the serial number located?

The serial number is a 10-digit number located at the back of the **New Security Token**.



8. Why are there so many buttons on the New Security Token? Which buttons do I press?

The **New Security Token** supports Transaction-Signing (only to be activated at the end of 2012) and this requires transaction-specific details (e.g. beneficiary account number) for selected transactions (e.g. fund transfers) to be keyed into the token. On-screen instructions will be provided to guide you along.

9. Do I need to return the existing security token when I have received the new one?


As you can no longer use the existing security token after you have activated the **New Security Token**, you can dispose it off safely.

10. I have just received my New Security Token. What do I need to do now?

You will need to perform a one-time activation. Simply log on with your username and password and follow the on-screen instructions.

11. How do I use the New Security Token?

Before you can use your **New Security Token**, you will need to perform a one-time activation of the token. Logon using your username and password and follow the on-screen instructions.

After you have completed the one-time activation, simply press and hold the  button (bottom right of the token) to generate the One-Time Password required to logon or complete your online transactions.

12. I notice that the New Security Token generates a 6-digit One-Time Password. Why has it been changed from 8-digit to 6 digit OTP?

The change is to provide our customers with more convenience without compromising on the overall security of banking online.

13. I have activated my New Security Token. Can someone else use my new token for their account?

The new token is uniquely pre-assigned to each customer. Once a token has been activated, it cannot be used by another party.

14. I have received the token but there is no “power on” button. How do I switch it on and off?

There is no need to power on or power off the **New Security Token**.

When a One-Time Password (OTP) or Transaction Signing is required, please follow the on-screen instructions.

The security device comes with auto-power off feature.

15. I have received the New Security Token but when I press the OTP button, nothing happens. What should I do?

It is possible that your token is faulty. Please visit any of our Maybank Singapore Branches for a replacement token. Alternatively, please submit a new request by completing the [eServices form](#) .



Transaction Signing

1. What is Transaction Signing?

Transaction Signing is an additional security feature against online fraud. It requires you to key in transaction-specific details (e.g. payee/beneficiary account number) for certain transactions (e.g. fund transfers) into the **New Security Token** to generate a One-Time Password (OTP) in order to proceed with such transactions.

2. How do I perform Transaction Signing?

Using your security token,

- Press 
- Enter the 8-digit code SMS Transaction Signing Code sent to the registered mobile phone
- Press  to generate a 6-digit OTP
- Enter the 6-digit OTP into the required field on the screen

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