

## Account Related Alerts (SMART Alerts) FAQs

### 1. What is Account Related Alerts (SMART Alerts)?

Account Related Alerts is a notification service that is available on Maybank2u Online Banking (For Individuals only). You will be notified of your activities relating to your Maybank account or banking services via email and/or SMS if you have registered for this service. This will enable you to monitor and track your banking transactions.

To register for this service to receive Account Related Alerts, you may login to Maybank2u Online Banking. After login, go to 'Settings' > 'Security' > 'Account-Related Alerts'.

### 2. What are the types of Account Related Alerts?

We offer the following types of Account Related Alerts:

- Account balance S\$200 and below (For Savings account)
- Account balance S\$3,000 and below (For Current account)
- Insufficient funds for scheduled transaction
- Salary crediting (for Maybank accounts only)
- Scheduled transaction reminder
- Unsuccessful GIRO transaction
- Telegraphic Transfer received
- Cheque deposited into your account is returned
- Cheque issued by you is returned (For Current account)
- Available overdraft balance below - Customer specified amount
- Utilised overdraft balance above - Customer specified amount (For Current account)
- Low Available Balance Alert for Overdraft (For Current account)
- Time Deposit change of maturity instruction notification
- Credit Card payment reminder before payment due date
- Credit Card low balance alert
- Payment alert before payment due date (For Hire Purchase)
- Payment reminder after payment due date (For Hire Purchase)
- GIRO Set-up

You can choose your preferred type of Account Related Alerts.

### 3. Who can register for the Account Related Alerts?

You will need to have a Maybank account and have access to Maybank2u Online Banking. For Credit/Debit Cardmembers, please be informed that only Principal Cardmembers are eligible to register for Account Related Alerts.

### 4. Are there any charges for Account Related Alerts?

There is currently no charge imposed by Maybank for use of our Account Related Alerts service. If you are travelling out of Singapore, please check with your telecommunication service provider for the roaming charges applicable for receiving SMS.

### 5. When will I receive the Account Related Alerts?

The type of Account Related Alerts that you select will determine the frequency of the alerts. Generally, you will be alerted when there is an activity performed for the alerts you have registered. Example, for salary crediting, you will be alerted when funds are received and credited to your Maybank account.

For others like credit card payment reminder, you will be notified before your monthly statement due date, for accounts requiring minimum payment.

**6. How do I update or register to receive Account Related Alerts?**

To update or register for this service to receive Account Related Alerts, you may login to Maybank2u Online Banking. After login, go to 'Settings' > 'Security' > 'Account-Related Alerts'.

You can choose your preferred type of Account Related Alerts and the mode of receiving alerts.

**7. When will the service be made available after registration?**

Please allow 1 business day for activation or de-activation of your Account Related Alerts.

**8. If I am outside of Singapore, can I still receive the Account Related Alerts?**

Yes, you can receive Account Related Alerts when you are overseas. Email notification can be received anywhere in the world. If you have selected to receive alerts via SMS, you will still be able to receive the alerts if your mobile subscription plan has international roaming service. Telco charges may apply for receiving SMS on international roaming service.

**9. Can I register an overseas mobile phone number to receive Account Related Alerts?**

Currently, we only accept local numbers to receive Account Related Alerts. You may choose to receive alerts via email to receive timely update on your banking related transactions.

**10. How do I update my email address and mobile number to receive the alerts?**

To update your email address and/or mobile number, simply follow the steps below:

- (1) Login to Maybank2u Online Banking or Mobile Banking.
- (2) Look under 'Settings' > 'Contact Details' to check if your email address and mobile number is up-to-date.
- (3) Click on to update your contact details.
- (4) Please allow 3 business days for your details to be updated.

**11. I am already receiving Account Related Alerts for my existing Savings account. Do I need to register again to receive Account Related Alerts on another newly opened iSAVvy Savings account?**

Yes, you need to enrol your new account to receive the alerts. To receive Account Related Alerts on your new account, simply login to Maybank2u Online Banking. After login, go to 'Settings' > 'Security' > 'Account-Related Alerts' to enrol your new account to receive Account Related Alerts.

**12. I have a joint either-one-to-sign Savings account. Can I register to receive Account Related Alerts for my joint account?**

Yes, a joint account holder can register to receive Account Related Alerts.

**13. I am a supplementary Credit Cardmember. Can I register to receive Account Related Alerts for my card?**

No, currently Account Related Alerts is only available for Principal Card members.

**14. Can I de-register all Account Related Alerts?**

Yes, you can de-register this service. To de-register Account Related Alerts, simply login to Maybank2u Online Banking. After login, go to 'Settings' > 'Security' > 'Account-Related Alerts' to de-register your Account Related Alerts.