

SpeedLink - Change in ATM Withdrawal Limit FAQs

1. What is SpeedLink - Change in daily ATM withdrawal limit?

It is a dial-in service whereby customers can call our hotline **1800-MAYBANK**(1800-629 2265) or **(65) 6533 5229** (overseas) to effect a temporary change in their daily ATM withdrawal limit via the Integrated Voice Response (IVR) system. The request is secured by using the One-Time Password (OTP) generated by the Security Token or 2FA SMS for verification purposes.

2. How do I change my daily ATM withdrawal limit using this service?

- i. Call **1800-MAYBANK** (1800-629 2265) or **(65) 6533 5229** (overseas)
- ii. Press "2" for Card Activation and SpeedLink services
- iii. Press "2" for SpeedLink services
- iv. Press 1 to change ATM Withdrawal Limit
- v. Enter the last 11 digits of your Debit or Credit Card number
- vi. Wait for the system to prompt you to enter the 6-digit OTP indicated on your **New Security Token**, or the 6-digit OTP sent via SMS. Enter the OTP as requested (if you are using a **New Security Token**, press the OTP button on the device)
- vii. Select your preferred daily ATM withdrawal limit
- viii. Press 1 to confirm your selected daily ATM withdrawal limit

3. What is the maximum or minimum withdrawal limit that I can choose?

You can choose to increase your daily ATM withdrawal limit temporarily up to a maximum of S\$10,000 or reduce it to a minimum of S\$2,000. The other available limits are S\$4,000, S\$6,000 and S\$8,000.

4. How often can I change my daily ATM withdrawal limit?

You may change your daily ATM withdrawal limit up to 3 times a day for each of your cards.

5. I understand that the request to change the daily ATM withdrawal limit via SpeedLink is only temporary. So how long will this change in limit be valid?

Your request to change your daily ATM withdrawal limit via SpeedLink will be valid for 3 days from the day your selected withdrawal limit is confirmed. For example, if you had confirmed your selection at 1 am on 1 December, the new withdrawal limit will be valid till 11.59 pm on 3 December.

6. When will the new daily ATM withdrawal limit be effective?

The new daily ATM withdrawal limit is effective immediately upon confirmation of your selection.

7. Will the change in daily ATM withdrawal limit apply to all my other Cards issued by Maybank?

No. The change applies only to the card number that you have entered, as the change in daily ATM withdrawal limit can only be effected one card at a time.

8. How do I apply for a Security Token?

To obtain a Security Token or 2FA SMS, you must apply for access to Maybank2u.com.sg. The Security Token or 2FA SMS is issued only to our Online Banking customers.

If you have not applied for access to Maybank2u.com.sg, you can do so by **any one** of the following methods :

- i. Obtain your Maybank2u.com.sg Access ID and PIN at any Maybank ATM using your Maybank ATM Card
- ii. Proceed to any of our Maybank Branch in Singapore with your NRIC
- iii. Complete the application form (PDF) and mail it back to us

9. Is it possible for me to use the same mobile phone with the number that was registered to receive my OTP to dial into SpeedLink?

Yes, you can if your mobile phone has dual functions that allow you to remain connected while receiving your incoming SMS.

However, for convenience and to facilitate a smooth retrieval of your OTP on your mobile phone via 2FA SMS, you may wish to use a different phone to dial into SpeedLink.

10. Are there any charges for this service?

No. This value-added service is available at no charge.