Forgotten Username and Password/First-time PIN (Private Wealth Clients)

I have forgotten my Username/Password/First-time PIN. What should I do?

You can apply for a replacement PIN/reset password through any of the options below:

(a) Complete the **Maybank Private Online Banking Service Application Form**
Tick the relevant boxes in Section (2) and
Email / fax the duly signed form to pweservice@maybank.com.sg or fax number: +65 6438 0831.

(b) To re-apply using Maybank Credit Card

1. Proceed to www.maybank2u.com.sg and click on First Time Login.
2. Select Credit Card No as your credential and enter your Credit Card Number, Valid Thru and CVV.
3. Confirm your registered mobile number.
4. Input the 6-digit One Time Password (OTP) sent to your registered mobile number.
5. Select a new 8-12 character alphanumeric Password and click Confirm.

(c) To re-apply using Maybank Debit Card

1. Call Maybank Contact Centre 1800-MAYBANK (1800-629 2265) or (65) 6533 5229 (Overseas) and apply for Online Banking Access.
2. After calling Maybank Contact Centre, proceed to www.maybank2u.com.sg and click on First Time Login.
3. Select Debit Card No as your credential and enter your Debit Card number and PIN then click Activate.
4. Select a new 8-12 character alphanumeric Password and click Confirm.