

FREQUENTLY ASKED QUESTIONS (FAQ's)

Card Activation via Maybank2u

Q1- How do I activate my card through Maybank2u?

Kindly follow the steps below and your card will be activated immediately:

1. Go to www.maybank2u.com.my and login with your credentials.
2. Once you have logged in, click on “Accounts & Banking”
3. Select “All Cards”
4. Select the card you wish to activate
5. Confirm receipt of the card
6. Enter the TAC sent to your mobile phone number and submit.

Q2- How do I know if my card activation through Maybank2u is successful?

The message below will appear once your card has been successfully activated:

“Congratulations! You have successfully activated your credit card(s). Kindly log on to www.maybank2u.com.my for Maybankard latest offers and privileges.”

Q3- Once the activation is successful, may I use the card immediately?

Yes, you may use your card immediately.

Q4- Is there a stipulated timeframe to perform the activation via Maybank2u?

Yes, the service is available between 6am to 12am daily.

Q5- Are there any other options to have my card activated?

Yes, you may call our 24-hour Customer Service hotline on the reverse side of your card and we will assist you with your card activation.

Q6- Why was my activation via Maybank2u unsuccessful?

The activation was unsuccessful due to one of the following reasons:

1. Invalid TAC number
2. Expired TAC number
3. Session time-out

Q7- What should I do if the activation through Maybank2u is unsuccessful?

Kindly contact our 24-hour Customer Service hotline number on the reverse side of your card for further assistance.

Q8- If I am a supplementary cardholder, can I activate my own card via Maybank2u?

- a) You can activate your own card if you are a supplementary cardholder who has a separate billing and address from the principal cardholder.
- b) You are not allowed to activate your own card if you are a supplementary cardholder who is sharing your billing and address with the principal cardholder. Your card can only be activated via Maybank2u by your principal cardholder.