

Frequently Asked Questions – e-Statement

1.	<p>What is an e-Statement?</p> <p>e-Statement is a PDF document that resembles your statement. You can view, save and print your e-statements; it looks exactly the same as your paper statement.</p> <ul style="list-style-type: none">• It ensures timely delivery of your paper statements in a secure and private manner. Only you get to see your e-statements online.• No more filing: we store your last 12 months of your statements online.
2.	<p>How much does the e-Statement cost?</p> <p>There is no fee to subscribe or use the e-Statement.</p>
3.	<p>How do I subscribe for e-Statement?</p> <p>As an active Maybank2u customer, we will automatically migrate your statements to e-Statement. As such, you will no longer receive paper statements from December 19, 2015.</p>
4.	<p>How do I switch from receiving e-Statements to paper statements?</p> <p>You can call our Contact Centre at <local and overseas number> or visit the nearest Maybank branch to switch your statement option from e-Statement to paper statements without any charge.</p>
5.	<p>How much notice must I give the bank if I choose to switch from e-statements to paper statements?</p> <p>After you enrol for paper statements, you will be able to receive the hard copy statements on the next statement date.</p>
6.	<p>How soon can I expect my first e-Statement?</p> <p>There are no changes to your billing date. Hence your e-Statement will be available to you on your account's next statement date.</p>
7.	<p>If I have one banking account and one credit card, can I choose to receive e-Statements for only one account?</p> <p>No, all your accounts will be on e-Statements.</p>
8.	<p>What should I do if I need e-statements that are older than 12 months?</p> <p>You can visit the nearest branch to request for paper statements for statements older than 12 months.</p>

9.	<p>I have a joint account but my joint account holder does not have Internet Banking. How will the statements be sent for this account?</p> <p>Both account holders will continue to receive paper statements and will not be converted to e-Statements</p>
10.	<p>How will I know when my e-statements are ready for me to view?</p> <p>Currently the bank do not send any notification when the e-Statements are ready as the customer can access to their Statements 24x7</p>
11.	<p>Can I opt to receive both paper and e-statements at the same time?</p> <p>No, you are only allowed to either receive e-Statement or paper statements at any one time</p>
12.	<p>Can the bank send me an ad-hoc paper statement should I need it?</p> <p>You may login to www.maybank2u.com.my to request for an ad hoc paper statements and subject to applicable fees.</p>