

## **MAYBANK DEBIT & PREPAID CARD E-COMMERCE/MOTO DISABLE**

### **Frequently Asked Questions**

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**1. What do you mean by E-Commerce and Mail Order Telephone Order (MOTO) transactions for all new Debit and Prepaid Cards will be disabled?**

It means all payment transactions through online or when the card is not physically at present will not be allowed. This applies to all new Debit and Prepaid cards.

**2. Why and when are these transactions going to be disabled for Debit and Prepaid Cards?**

This is a direction and mandate from Bank Negara Malaysia (BNM) to all banks in Malaysia to protect and to prevent cardholders from becoming victims of e-banking, direct debit and card fraud. For Maybank, these transactions will be disabled effective 20 June 2015.

**3. Will it affect all Debit and Prepaid cardholders?**

Only new Debit and Prepaid cards issued by Maybank will be disabled for E-Commerce transactions.

**4. How about the existing Debit and Prepaid cardholders?**

Existing Debit and Prepaid Cardholders can still perform E-Commerce transaction. However, they can deactivate it by calling our Call Centre at 1300 88 6688.

**5. What if I am a new Debit or Prepaid cardholder, and I want to allow E-Commerce transactions for purchases?**

To enable E-Commerce transaction, you can call our Call Centre at 1300 88 6688.

**6. Can I go to the branch to enable or disable the E-Commerce transaction?**

At the moment, you can only enable or disable this function by calling our Call Centre. By fourth quarter (Q4), you will be able to perform activation via Maybank ATM and Maybank2u.

**7. Will I be at risk if I continue making E-Commerce transaction?**

When making purchases, you will still be redirected to our secure site and asked for a PIN or the One Time PIN (OTP). However, there are chances of risk if the merchant is not a 3-D secure Merchant and Maybank will perform investigations when needed to assist our cardholders.

**8. Who should I contact for any inquiry?**

For any enquiry or further assistance, you can contact our Call Centre at 1300 88 6688.