

Q1: How to apply for Maybank2u.Premier account?

Maybank and non-Maybank customers can apply for Maybank2u.Premier account. Here are the channels for account application:

- a) Maybank2u Website
- b) Maybank2u Mobile App
- c) Maybank2u secure site (for Maybank2u customers only)

Q2: If I do not have any Maybank account, can I still apply online for Maybank2u.Premier account?

Yes, you can still apply for Maybank2u.Premier account via Maybank2u website and M2U Mobile App.

Q3: What do I need to fill up in the online form when applying for Maybank2u.Premier account?

You only need to key in your personal, employment details and accept the terms and conditions. If you are eligible, an account number will be generated once you have submitted your details online. You will be asked to visit your preferred branch to activate your account within 10 days.

Q4: Is the account number generated valid?

Yes, it is a valid account number.

Q5: During the online application, I have selected Bukit Bintang as my preferred branch. Can I still go to other Maybank branches for account activation?

Yes, you can activate your account at any Maybank branches.

Q6: How many days do I have to activate my account?

You have 10 business days to activate your account.

Q7: If I forgot to activate my account after 10 days, what will happen to it?

Your account will be closed immediately and you can only apply Maybank2u.Premier after 6 months from the account closing date.

Q8: Can I perform First Time Login before I activate the account at any branch?

Yes, you can perform First Time Login for Maybank2u immediately after you sign up for the account. But you are not allowed to make any transactions until the account is activated.

Q9: What happen if I have deleted the SMS containing the Maybank2u Pin for First Time Login?

If your account is not activated yet, please visit any Maybank branches and request the branch personnel to activate your account and create your Internet Banking Pin. However, if it's already activated, please call Maybank Group Call Centre (1300 88 66 88) for assistance.

Q10: I have exceeded the activation period and forgot to perform First Time Login for M2U. What will happen to my access number and M2U pin?

Your access number and M2U pin cannot be used anymore if you have exceeded the activation period.

Q11: If I have performed First Time Login but forgot to activate my account at the branch, what will happen to my Maybank2u access?

You can log in to Maybank2u but you are not allowed to perform any transaction. However, if you have exceeded the activation period, your access to Maybank2u will be deactivated and your account will be closed automatically. Once the account is closed, you are barred from applying a new account for 6 months.

Q12: Can foreigners open Maybank2u.Premier account via online?

Yes, they can open an account via online but they are subjected to bank's approval

Q13: I already have accounts with Maybank. Once I open Maybank2u.Premier and perform First Time Login, can I view my other existing Maybank accounts in Maybank2u?

No, you will not be able to view it unless you visit our branch to link the existing account to the newly created Maybank2u access.