

Biometric Authentication Terms & Conditions

(Using fingerprint scanning (known as Quick Touch), Face ID and Voice ID).

These terms and conditions (“Terms”) apply to and regulate the use of Biometric Authentication service (“Biometric”) provided by Maybank (“the Bank”). Biometric Authentication is a user identity verification process that involves a biological input or the scanning or analysis of some part of the body which includes but not limited to Fingerprint scanning (known as Quick Touch), Face ID and Voice ID.

The Biometric service is provided as part of the Bank’s Maybank2u service, and shall be read in conjunction with the Terms and Conditions of Access, Maybank2u Online Banking Services, Quick Balance and any other applicable Banking Services terms of the Maybank Group.

In the event of any conflict or inconsistency, these Terms shall prevail over all other Terms and Conditions to the extent of such conflict or inconsistency.

You must accept and agree to these Terms before you are able to use the Biometric service. By accepting and agreeing to these Terms, you acknowledge and agree that you have successfully registered/ activated the Biometric service and your Biometric authentication can be used to access the Bank's mobile banking application services for transactions such as login, account inquiry and serves as an instruction for any other transactions as may be determined by the Bank at its absolute discretion from time to time using the fingerprints registered with your mobile device or face and voice registered with the Maybank mobile application (“Application”).

1. You understand the need to protect your mobile device. Once your mobile device is successfully registered with the Biometric service, your Bank's Application services can be accessed with the fingerprints registered in your mobile device or your face and voice enrolled with the Application.
2. In registering for the Biometric Quick Touch, Face ID and Voice ID, you expressly consent for the Quick Touch, Face ID and Voice ID to be applied across all of your Maybank2u access by enabling it within the Bank’s Application on your device.
3. In relation to the Bank’s Quick Balance service, ONLY Quick Touch is available for biometric authentication. The Bank may however extend the use of other biometric option for Quick Balance as may be determined by the Bank at its absolute discretion from time to time.
4. You are advised NOT to register any third party(s)'s fingerprints in your mobile device or any third party(s) face and voice with the Application, as by such registration, the third party(s) will be able to access your Bank's Application, to which the Bank shall not be held responsible whatsoever for such access or any losses or damages incurred by you as a result of such access authorized by you.
5. You acknowledge and agree that, for the purposes of the Quick Touch service, the Application will be accessing the fingerprints registered in your mobile device, and you hereby consent to the Bank accessing and using such information for the provision of the Quick Touch service.
6. The Bank reserves the right to add, modify, delete or vary any of these Terms (“Variations”) by giving a notice within 21 days from the date the Variations are made. The revisions shall take effect from the date stated in the notice. If you continue to use the Application after such notification, you shall be deemed to have agreed to and accepted the Variations.
7. You agree to view these Terms regularly and your continued access or use of the Biometric service after any such additions, modifications, deletions or variations become effective will constitute your acceptance to the variation of these Terms.