

Frequently Asked Question (FAQ)

1. How do I register Maybank Phonebanking?

You may register Maybank Phonebanking at any Maybank ATM or visit any nearest Maybank branches. Alternatively, you may register via our Customer Service Executives at 1-300-88-66-88 or 603-78443696 if you are in overseas.

2. What is TPIN (Telephone Pin)?

TPIN is a 6 digit security-pin created when you 1st applied for Maybank Phonebanking. You are required to memorize your TPIN. For security reasons do not write them down, do not tell anyone of your TPIN

3. What is access number?

Access number is only given to customers who doesn't have an ATM, Debit Card or Credit Card but wish to apply for a Maybank Phonebanking access. You may proceed to the nearest Maybank branch to apply for an access number.

4. What is One Time Password (OTP)?

OTP is a 6-digit security pin required for the following transactions:-

- Account balance
- Statement request
- Insurance & unit trust
- One-time payment
- Recurring payment
- MSOS Mobile Update

5. I have a banking account but do not have an ATM or Debit Card. Can I still register for Maybank Phonebanking?

Absolutely. You may visit any of our Maybank branches to register for Maybank Phonebanking access. Upon registration, you will be given an access number and TPIN to login to Maybank Phonebanking

6. Can I change my TPIN?

You can change your TPIN at Maybank Phonebanking through the option "Check Account Balance, Make Funds Transfer & other Account Activities".

7. How do I access Maybank Phonebanking from outside Malaysia?

You may access Maybank Phonebanking from overseas by simply dialing 603-7844 3696 and you'll be on your way.

8. What fees will I be charged for Maybank Phonebanking?

All Maybank Phonebanking enquiries are free. However, if you opt for Bill Payment facility, there will be a fee of RM12 annually for unlimited bill payment.

9. When Maybank Phonebanking annual fees will be charged?

An annual fee will be charged based on the first transaction date customer performed a bill payment via Maybank Phonebanking.

10. Will there be any charges for SMS sent by Maybank Phonebanking?

No, the SMS notification sent by us is free of charge. However, if you are in overseas, kindly refer to your Telco provider on roaming charges.