

FREQUENTLY ASKED QUESTIONS - QUICK BALANCE WITH APPLE WATCH

1. What are the Quick Balance features available on Apple Watch?

- Quick look at your wrist to check your Maybank Savings /Current Account balances or Credit Cards outstanding balance.

2. How do you access Quick Balance on the Apple Watch?

Prerequisite:

- Customers must have the Apple Watch and the supported iPhone device. Apple Watch can only be paired with an iPhone 5, 5s, 5c, 6, 6 plus running iOS 8.2.
- Customers must have completed the first time registration of Quick Balance on iPhone.

As a start, you have to pair the supported iPhone with the Apple Watch. Follow these steps.

Step 1: Launch the Apple Watch app on your iPhone.

Step 2: Select 'Start Pairing' on your Apple Watch and on your iPhone. A pairing animation should appear on your Apple Watch.

Step 3: Hold your iPhone over the pairing animation on your Apple Watch. Ensure the watch face is in the onscreen viewfinder on your iPhone until a message says "Your Apple Watch is paired."

Step 4: Once paired, enable Maybank2u on the Apple Watch app.

Step 5: Launch Quick Balance on your Apple Watch.

3. Can I deactivate Quick Balance on the Apple Watch?

Yes. You can activate or deactivate Apple Watch from the Quick Balance settings or you can disable Maybank2u from the Apple Watch app on your iPhone.

4. Why can't I access Quick Balance on the Apple Watch?

The Apple Watch connects to the iPhone using Bluetooth 4.0 and the distance of Bluetooth 4.0 can be up to 100 metres. Ensure Bluetooth on the iPhone is turned on and the devices are within range.

5. Is it safe to access Quick Balance on Apple Watch? Any safety tips?

Yes, it is safe but please switch-off Bluetooth when not in use to minimise exposure to malicious activities (e.g. phishing, eavesdropping and sniffing of information stored in customer's mobile devices). Please also ensure device pairing is done in a physically secure area where no one can observe PIN entry or intercept on device communication.