

FREQUENTLY ASKED QUESTIONS - QUICK BALANCE WITH QUICK TOUCH

1. **What is Quick Touch?**

Quick Touch is the latest innovation leveraging on fingerprint scanning technology to provide customers an easy, quick and secure way to access Quick Balance on the Maybank2u App.

2. **How do I activate Quick Touch?**

The Quick Touch feature is only available on selected Apple and Samsung devices that support fingerprint scanning capability.

To get started, you need to perform a one-time activation of Quick Touch with your 6-digit Quick Balance PIN and accept the terms and conditions of the service. Upon successful activation of Quick Touch, customers only need to place their finger on the device's home button to access their bank accounts.

3. **What should customers be aware of when enabling the Quick Touch service?**

Once your device is registered with the Quick Touch feature, your account can be accessed with the fingerprint registered in the device settings. You are advised NOT to add any third party fingerprints in your device.

4. **What happens if I cannot login using Quick Touch?**

If you cannot login using Quick Touch after three attempts, you will still be able to login using your 6-digit PIN.

5. **Can I activate Quick Touch on multiple devices?**

Yes, you can activate Quick Touch on other devices with fingerprint scanning capability provided that the devices have been registered for Quick Balance.

6. **I have changed to a new device, can I continue using Quick Touch on my new device?**

Yes, you can. Please register for Quick Balance and activate the Quick Touch feature on your new device.

7. **Can I deactivate the Quick Touch feature?**

To deactivate, you can do so via the settings icon at the top right corner on the Quick Balance menu. Alternatively, you can also delete all fingerprints registered in your device Settings.