

## FREQUENTLY ASKED QUESTIONS - QUICK BALANCE

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1. **Do I need to have a Maybank2u ID or login to Maybank2u in order to register or access for Quick Balance?**

No, as long as you are a Maybank customer with a Savings/Current Account or Credit/Charge Card, you are allowed to register or access for Quick Balance.

2. **What accounts can I view if I register for Quick Balance?**

You can view all your Savings/Current Account, Credit/Charge Cards Balances and Fixed Deposit Accounts if you register for Quick Balance.

3. **Why is the One-Time Password message sent to a different mobile?**

We will send the One-Time Password to the latest mobile number in our customer records. If the mobile number is different, please update it accordingly by calling our Maybank Group Customer Care Centre at 1300 88 6688 or visit any of the branches.

4. **How many devices can I use to access Quick Balance? Can I access Quick Balance using other people devices?**

You can register up to three (3) devices to access Quick Balance. You can only access Quick Balance with the devices you have registered with.

5. **If I have reached the maximum number of registered devices, can I deactivate the existing devices and add a new one?**

Yes, you can deactivate your device through "Deactivate Device" function and register for a different device.

6. **If I have a few Maybank Accounts and only some are active, can I select which accounts I want to view?**

Yes, you can select your preferred accounts through "Manage Account" function and select the accounts you want to be displayed.