

SMS Alert FAQ's

1. Subscription

How do I subscribe for the Maybank2u Online Stocks SMS Alert Service?

- a) Select **SMS & Alert** at the menu bar on the Online Stock page. You must read and accept the Terms & Conditions in order to access the SMS & Alert setting page.
- b) Select the SMS Alert packages and duration of months to subscribe. The subscription fees for the selected package(s) and expiry date will automatically be calculated.
- c) After the subscription fees are paid, enter the mobile phone number that you wish to receive the alerts on.

2. Troubles Shooting

(a) Why have I not received any Maybank2u Online Stocks SMS Alerts?

Possible Reasons

- Mobile phone is turned off or out of coverage range/ Mobile network is down
- Mobile phone service does not include/support SMS features
- Configured the wrong mobile phone number for alerts
- Subscription has expired
- For Order Matching and Stock Alerts, all the alerts for the day have been utilised.

(b) How can I update my mobile number on which to receive the SMS Alerts?

You can update the mobile phone number at the SMS Alert menu in Maybank2u **Online Stocks > SMS Alert Menu > Alert Chanel**.

3. Can I cancel the subscription half way?

You may cancel the subscription but there will be no refund on the unutilized subscription fees.