

Upcoming: Maybank will be sending SMS notification on cheque issued by customers for free of charge. Kindly update your handphone number to enjoy this service.

For more information, please visit www.maybank2u.com.my

Frequently Asked Questions

1. What is SMS Alerts?

SMS Alert is a Short Messaging Service introduced by Maybank.

2. Is this SMS Alerts service applicable to all Current Account holders?

This service is provided to notify the Customers on their cheques issued. However, this is subject to the threshold limit defined by the Bank.

3. What is the threshold defined limit by the bank?

To protect our Customers we keep our threshold limit confidential.

4. Are the SMS Alerts received chargeable?

This service is provided to you at no additional charges/ cost.

5. Can I still receive SMS Alerts when I am abroad?

Yes, you can still receive SMS Alerts provided you have selected the international roaming service from your Telecommunication service provider except "YES" mobile services. However, you will need to bear the roaming cost to enjoy the SMS Alerts service.

6. Even after registering my hand phone number with Maybank I did not receive any SMS Alerts.

The SMS notification will not be sent to you if:

- i. You are using "YES" mobile number as "YES" not supported by this service.
- ii. You are using an overseas hand phone number.
- iii. Your hand phone number is invalid/ incorrect.
- iv. You have not registered your hand phone number with us.
- v. Your Telecommunications service provider system is down for more than 24 hours.
- vi. We are sorry for the inconvenience caused.

7. Why am I receiving SMS Alerts instead of phone calls for confirmation of cheque issuance?

SMS Alert is only for those items within the threshold limit. Calling will be done on selective basis.

8. Do you still practice calling customers to confirm on their cheque issuance?

We will be calling our customers on a selective basis based on the threshold limit defined by the bank.

9. What if I fail to register my latest hand phone number with Maybank?

We are sorry that the SMS Alerts will only be sent to your registered number. However, the bank will attempt to prompt you to register your latest hand phone number at any Maybank branch for you to benefit from this service.

10. Can I register more than one (1) hand phone numbers with Maybank?

No. Only one (1) hand phone number will be registered.

11. Can you send the SMS Alerts to both my hand phone numbers?

We are sorry. The SMS Alert will only be sent to your last registered number updated either at:

- i. Maybank2u
- ii. ATM
- iii. Branch

12. What should I do if I did not issue the cheque or the amount is incorrect or the cheque number is not in order?

Please call the number provided in your SMS Alert immediately your home branch for further assistance.

13. How much time do I have to contact Maybank in case of any discrepancy on the cheque issuance?

Please contact the number provided in your SMS Alert your home branch before 11am on the same day.

14. What is the procedure to register my hand phone number for the SMS Alert service?

You can register your hand phone number via Maybank2u, at any Maybank ATM or at the nearest Maybank branch.

15. I would still prefer to receive a telephone call to provide confirmation of my cheque issuance.

We regret to inform you that this is solely based on Maybank's discretion and on a case to case basis. We apologize for any inconvenience caused and we thank you for your kind understanding.