

FREQUENTLY ASKED QUESTIONS	
1.	<p>What is Electronic Statement (e-Statement)?</p> <p>Electronic Statement (e-Statement) is the electronic form of your physical Conventional and/or Islamic Banking Statement of Account.</p> <p>There are 2 sources of e-statement :-</p> <ul style="list-style-type: none"> i) via online banking - for registered users of Maybank2u (<i>for Sole-proprietorship ONLY</i>) Maybank2uBiz (M2UBiz) or Maybank2E (M2E), or ii) via email - your e-Statement will be sent to your registered email address (<i>applicable to Small Medium Enterprise (SME) customers ONLY</i>) <p>(for registration of item (i) and (ii) above, refer to Q4 and Q5 below)</p>
2.	<p>Why should I sign up for e-Statements?</p> <p>Moving to e-Statement is a conscious effort on our part to go green and save the planet. We are confident that our customers will support this conservation initiative. Furthermore going electronic gives you the following benefits :</p> <ul style="list-style-type: none"> ▪ Free. Electronic statements are entirely free. ▪ Easily accessible information. You can access them at any time. Moreover you can save your statements in PDF format. ▪ Convenience and speed. Electronic statements are available at your fingertips - instantaneously
3.	<p>Are e-statements available for all Current Account products?</p> <p>Yes, the e-Statements option is available for all Corporate Current Accounts both Conventional and Islamic.</p>
4.	<p>I have yet to register for online bankin but would like to access to e-statement. What should I do?</p> <ul style="list-style-type: none"> 1. You can register for our online banking at any of our branches, or 2. Call our Contact Centre at 1300 88 6688, or 3. Contact your Relationship / Account Manager to assist you.
5.	<p>How can I register to receive my e-Statements via email? (<i>applicable to Small Medium Enterprise (SME) Customer ONLY</i>)</p> <ul style="list-style-type: none"> 1. If you do not have Internet Banking, you need to update your designated email address with us and request for the email statement, by either calling our Contact Centre at 1300 88 6688 or visiting any of our branches. Nevertheless, you are encouraged to sign up for Internet Banking as then you can customise the password for your e-Statement for additional security. 2. If you have Internet Banking, you can register your designated email address via your internet banking using the simple steps below: <ul style="list-style-type: none"> i. Log in to M2UBiz/M2u ii. Select “e-Bills & Statements”

	<ul style="list-style-type: none"> iii. Select “Statements” iv. Select “Email Statement Delivery” v. Select options to key in your preferred password or defaulted password. <p>Note: if you ever accidentally deleted your e-statement email, you can follow the same steps to retrieve the e-statement in M2U Biz/M2U</p> <p>Once you have successfully registered for e-Statements, you will receive the e-Statement from M2U Statements <m2u@stmts.maybank2u.com.my></p> <p>To view the e-Statement,</p> <ul style="list-style-type: none"> i. Step 1: Open attachment in email ii. Step 2: Enter password iii. Step 3: Print, save or archive your statement for future reference 						
6.	<p>How can I change my email statement password? (applicable to Small Medium Enterprise (SME) Customer)</p> <table> <tr> <th>Access</th><th>Steps to change your email statement password</th></tr> <tr> <td>With Maybank2U/M2UBiz</td><td> <ul style="list-style-type: none"> 1. Login to M2U 2. Select “e-Bills and Statements” 3. Select “Statement” 4. Select “Email Statement Delivery” 5. Select “I would like my statements to be delivered to my email” 6. Re-register your email statement password or default it to your date of birth 7. Click “Continue” 8. Click “Confirm” </td></tr> <tr> <td>Without Maybank2u/M2Ubiz (not registered user)</td><td> <ul style="list-style-type: none"> 1. Contact Centre at 1300 88 6688 2. Visit any of our branches </td></tr> </table>	Access	Steps to change your email statement password	With Maybank2U/M2UBiz	<ul style="list-style-type: none"> 1. Login to M2U 2. Select “e-Bills and Statements” 3. Select “Statement” 4. Select “Email Statement Delivery” 5. Select “I would like my statements to be delivered to my email” 6. Re-register your email statement password or default it to your date of birth 7. Click “Continue” 8. Click “Confirm” 	Without Maybank2u/M2Ubiz (not registered user)	<ul style="list-style-type: none"> 1. Contact Centre at 1300 88 6688 2. Visit any of our branches
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		5. Then, click on “GST statement button” (Bank Statement with GST Detail)						
	M2E RC	1. Login to M2E 2. Select “Portfolio” 3. Select “Account Statement” 4. Then, select “Bank Statement”						
8.	<p>I have stopped my hardcopy statement service but would like an ad-hoc hardcopy statement. How do I obtain it?</p> <p>You may request for an ad-hoc copy of your statement through our Contact Centre at 1300 88 6688 or visit any of our Maybank / Maybank Islamic branches. Please note, standard charges apply for each request.</p>							
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