

**FREQUENTLY ASKED QUESTIONS
(Combined e-Statement)**

1.	What is Electronic Statement (e-Statement)? Electronic Statement (e-Statement) is the electronic form of your Conventional and/or Islamic Banking Statement of Account, which can be retrieved via M2U if you are a registered user or received at your personal e-mail address. There are 2 types of e-Statement that are being offered:- <ol style="list-style-type: none">1. Maybank2u - viewable online2. Email - e-Statement will be sent to customer registered email address <i>(for registration of item (1) and (2) above, refer to Q7 and Q8 below)</i>
2.	Why should I sign up for e-Statements? Moving to e-Statement is a continuous effort on our part to go green and save the planet. We are confident that our customers will support this conservation initiative. Furthermore e-statement gives you the following benefits : <ul style="list-style-type: none">▪ Free. e-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. e-Statements are available at your fingertips - instantaneously
3.	Are Electronic Combined Statements (Combined e-Statement) available for all products? The Combined e-Statements option is available for the following products. <ol style="list-style-type: none">1. Products that are open with Share Margin Financing (SMF) namely Premier 1 / Premier Mudharabah Account-i (PMA-i) / Current Account-i (CA-i)2. Premier Savings Account (PSV) The Conventional and Islamic products under Combined e-Statement are namely Personal Savings, Current Accounts and Mudarabah Investment Accounts, Loans/Financing and Individual Credit Cards. <u>Note:</u> <i>For joint account under Combined e-Statement, <u>ONLY</u> the primary account holder can view the e-statements.</i>
4.	When can I view my Combined e-Statement via online? Effective February 2017, you can view your Combined e-Statement via digital channel. <i>Kindly activate your M2U account or register your email address to avoid any inconveniences.</i> <u>Note:</u> Effective May 2017, existing Combined Statement for Share Margin Financing (SMF) and Premier Savings Account (PSV) will be migrated to e-statements.

5.	<p>When will I be able to view my Combined e-Statement in M2U on monthly basis?</p> <table border="1" data-bbox="285 300 1160 398"> <thead> <tr> <th data-bbox="285 300 724 331">Statement</th> <th data-bbox="724 300 1160 331">Statement Availability</th> </tr> </thead> <tbody> <tr> <td data-bbox="285 331 724 362">Share Margin Financing (SMF)</td> <td data-bbox="724 331 1160 362">2nd week of the month</td> </tr> <tr> <td data-bbox="285 362 724 398">Premier Savings Account (PSV)</td> <td data-bbox="724 362 1160 398">2nd week of the month</td> </tr> </tbody> </table>	Statement	Statement Availability	Share Margin Financing (SMF)	2 nd week of the month	Premier Savings Account (PSV)	2 nd week of the month
Statement	Statement Availability						
Share Margin Financing (SMF)	2 nd week of the month						
Premier Savings Account (PSV)	2 nd week of the month						
6.	<p>I have yet to register for M2U and would like to receive my Combined e-Statement. What should I do?</p> <p>You can register for M2U at any of our branches.</p> <p>Self-registration, without visiting the branch is available effective from February 2017. Visit www.maybank.com.my</p>						
7.	<p>How do I access my Combined e-Statement from M2U?</p> <p>To access Combined e-Statement from Maybank2u, follow the below steps:</p> <ol style="list-style-type: none"> 1. Login to Maybank2u.com 2. Select “e-Bills and Statements” 3. Select “Statements” 4. Select “Combined Statements” 5. Select “Statement Date” 6. Click “Get Statement” 7. Under the “View Statement” page, you may choose from the options below: <ol style="list-style-type: none"> a) View Statement Details b) Download/Print 						
8.	<p>How can I register to receive my Combined e-Statement via email?</p> <table border="1" data-bbox="285 1272 1407 1758"> <thead> <tr> <th data-bbox="285 1272 932 1303">M2U User</th> <th data-bbox="932 1272 1407 1303">Non M2U User</th> </tr> </thead> <tbody> <tr> <td data-bbox="285 1303 932 1758"> <p>If you are an <u>existing M2U user</u>, you can register your email address via M2U as per following steps:</p> <ol style="list-style-type: none"> a. Log in to M2U b. Select “e-Bills & Statements” c. Select “Statements, Email Statement Delivery” d. Select options to key in your preferred password or defaulted password. <p>Note: <i>If you accidentally delete your e-statement email, you can follow the same steps to retrieve the statement.</i></p> </td> <td data-bbox="932 1303 1407 1758"> <p>You need to update your 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.</p> <p>Note: <i>You are encouraged to sign up for M2U. As a registered M2U user, you can customise your email statement password for better security.</i></p> </td> </tr> </tbody> </table> <p>Once you have successfully registered for e-Statements, you will receive the Combined e-Statement from M2U Statements <m2u@stmts.maybank2u.com.my></p> <p>To view the email Statement,</p> <ol style="list-style-type: none"> a. Step 1: Open attachment in email b. Step 2: Enter password c. Step 3: Print, save or archive your statement for future reference 	M2U User	Non M2U User	<p>If you are an <u>existing M2U user</u>, you can register your email address via M2U as per following steps:</p> <ol style="list-style-type: none"> a. Log in to M2U b. Select “e-Bills & Statements” c. Select “Statements, Email Statement Delivery” d. Select options to key in your preferred password or defaulted password. <p>Note: <i>If you accidentally delete your e-statement email, you can follow the same steps to retrieve the statement.</i></p>	<p>You need to update your 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.</p> <p>Note: <i>You are encouraged to sign up for M2U. As a registered M2U user, you can customise your email statement password for better security.</i></p>		
M2U User	Non M2U User						
<p>If you are an <u>existing M2U user</u>, you can register your email address via M2U as per following steps:</p> <ol style="list-style-type: none"> a. Log in to M2U b. Select “e-Bills & Statements” c. Select “Statements, Email Statement Delivery” d. Select options to key in your preferred password or defaulted password. <p>Note: <i>If you accidentally delete your e-statement email, you can follow the same steps to retrieve the statement.</i></p>	<p>You need to update your 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.</p> <p>Note: <i>You are encouraged to sign up for M2U. As a registered M2U user, you can customise your email statement password for better security.</i></p>						

9. How can I change my email statement password?

Access	Steps to change your email statement password
<p>With Maybank2U/M2U Biz</p>	<ol 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”
<p>Without Maybank2u/M2U Biz (not registered user)</p>	<ol style="list-style-type: none"> 1. Contact Centre at 1300 88 6688 2. Visit any of our branches

10. I have stopped my hardcopy Combined statement service but would like an ad-hoc hardcopy statement. How do I obtain it?

You may request for an ad-hoc copy of your Combined statement through any of our Maybank/ Maybank Islamic branches.

Please refer to the www.maybank.com.my for the bank fees.

Maybank2u.com > Home > Accounts > Banking Fees > Bank fees: Current Account (Request for statement)

11. If I encounter any problems regarding Online Banking, who can I contact?

You may call our Contact Centre at 1300 88 6688 or visit any of our branches.