

FREQUENTLY ASKED QUESTIONS

1.	<p>What is Electronic Statement (e-Statement)?</p> <p>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.</p> <p>2 types of e-statement are being offered:-</p> <ul style="list-style-type: none"> i) via Maybank2U - viewable online ii) via email - your e-Statement will be sent to your registered email address
2.	<p>Why should I sign up for e-Statements?</p> <p>Moving to e-Statements is a conscious effort on our part to go green and save the trees. We are confident that our customers will support.</p> <p>As a customer, e-Statements are a very convenient option as they benefit you in the following ways:</p> <ul style="list-style-type: none"> • You enjoy the convenience of accessing your statement anytime and anywhere via both web and mobile devices. • Allows you to view and save your statements in soft copy in PDF format.
3.	<p>Are e-statements available for all products?</p> <p>The e-Statements option is available for all Conventional and Islamic products and accounts e.g. Personal Savings, Current Accounts and Investment Accounts, Loans/Financing, Hire Purchases and Individual Credit Cards.</p> <p><u>Note:</u> For Supplementary Credit Cards with joint statement, only the primary card holder can view the e-Statements. If separate statement, both the primary and secondary card holder can view the e-Statements.</p>
4.	<p>How can I register to receive my e-Statements via email?</p> <ol style="list-style-type: none"> 1. If you are <u>not a M2U User</u>, 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. It is better to also sign up for M2U as then you can customise the password for your e-Statement for more security. 2. If you are an <u>existing M2U user</u>, you can register your email address via M2U as per following steps: <ol style="list-style-type: none"> i. Log in to M2u ii. Select “e-Bills & Statements” iii. Select “Statements, Email Statement Delivery” iv. Select options to key in your preferred password or defaulted password. Note: if you ever accidentally delete your e-statement email, you can follow the same steps to retrieve the statement. <p>Once you have successfully registered for e-Statements, you will receive the e-Statement from either of the 2 senders -</p> <ul style="list-style-type: none"> • M2U Statements <m2u@stmts.maybank2u.com.my> • M2U Bills <m2u@bills.maybank2u.com.my>

	<p>To view the e-Statement,</p> <ol 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
5	<p>How do I access my e-Statements from M2U?</p> <p>To access e-Statement from Maybank2u, follow the below steps:</p> <ol style="list-style-type: none"> 1. Login to Maybank2u. 2. Select “e-Bills and Statements” 3. Depending on the e-Statement that you are looking for, choose: <ol style="list-style-type: none"> a) “Statement” for Savings/Current Accounts/Investment Account, b) “Bills & Cards” for Credit Card OR c) “Loans” for Personal Loans/Financing, Hire Purchase & Other Loan/Financing accounts 4. Select your preferred account/card by clicking “View” 5. Under the “View Statement” page, you may choose from the options below: <ol style="list-style-type: none"> a) View b) Download/Print
6	<p>How can I change my email statement password?</p> <p>Your email statement password can only be changed <u>via M2u</u> using the simple steps below:</p> <ol style="list-style-type: none"> i. Log in to M2u ii. Select “e-Bills & Statements” iii. Select “Statements, Email Statement Delivery” iv. Key in the password
7	<p>I have yet to register for M2U and would like to receive my 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 15 July 2016. Visit www.maybank.com.my</p> <p>Alternatively, if you wish to receive your statement via email, please update your email address with us, by calling our Contact Centre at 1300 88 6688 or visit any of our branches</p>
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>

9	What are the other options available to view my accounts?				
<table border="1"> <thead> <tr> <th data-bbox="247 257 837 291">Quick Balance</th> </tr> </thead> <tbody> <tr> <td data-bbox="247 291 837 884"> <p>You may register for Quick Balance via M2u Mobile Apps:</p> <ol style="list-style-type: none"> 1. Download the M2U Mobile App 2. Select Quick Balance 3. Key in your Maybank Account or Credit Card Number 4. Key in your ID number (New I/C Number, Old I/C Number, Army Registration Number or Passport Number) 5. Key in the One-Time Password (OTP) which will be sent to your latest mobile number registered with us 6. Key in your preferred PIN 7. Start using Quick Balance </td> </tr> </tbody> </table>	Quick Balance	<p>You may register for Quick Balance via M2u Mobile Apps:</p> <ol style="list-style-type: none"> 1. Download the M2U Mobile App 2. Select Quick Balance 3. Key in your Maybank Account or Credit Card Number 4. Key in your ID number (New I/C Number, Old I/C Number, Army Registration Number or Passport Number) 5. Key in the One-Time Password (OTP) which will be sent to your latest mobile number registered with us 6. Key in your preferred PIN 7. Start using Quick Balance 	<table border="1"> <thead> <tr> <th data-bbox="837 257 1425 291">ATM</th> </tr> </thead> <tbody> <tr> <td data-bbox="837 291 1425 884"> <p>You can print out Mini Statement at ATM for the last 10 transaction of your account that linked to your ATM card.</p> <p>To print out the Mini Statement;</p> <ol style="list-style-type: none"> 1. Insert Card at ATM 2. Key In the ATM Pin No. 3. Select “OTHER TRANSACTION” at the Main Menu 4. Select “OTHER SERVICES” at the Transaction Menu 5. Select “MINI STATEMENT” at the Other Services Menu 6. Select the account for which the statement is to be printed (If there are more than 1 account linked to card.) </td> </tr> </tbody> </table>	ATM	<p>You can print out Mini Statement at ATM for the last 10 transaction of your account that linked to your ATM card.</p> <p>To print out the Mini Statement;</p> <ol style="list-style-type: none"> 1. Insert Card at ATM 2. Key In the ATM Pin No. 3. Select “OTHER TRANSACTION” at the Main Menu 4. Select “OTHER SERVICES” at the Transaction Menu 5. Select “MINI STATEMENT” at the Other Services Menu 6. Select the account for which the statement is to be printed (If there are more than 1 account linked to card.)
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