

MAYBANK DEBIT & PREPAID CARD E-COMMERCE DISABLED

Frequently Asked Questions

1. What do you mean by disablement of E-Commerce transactions for all new Debit and Prepaid Cards?

It means all payment transactions via online or when the card is not present (CNP) will not be allowed. This includes Mail Order Telephone Order (MOTO) and it applies to all existing and new Debit and Prepaid cards.

2. Why are these transactions disabled?

This is a direction from Bank Negara Malaysia (BNM) to prevent cardholders from becoming victims of e-banking, direct debit and card fraud.

3. Will it affect my Autopay and my retail transactions?

No, only your E-commerce and MOTO transaction is disabled. All your Autopay or retail transactions local or overseas is not affected.

4. How do I enable my Debit/ Prepaid card for E-Commerce?

There are two channels available:

1. SMS ONCNP<SPACE>12-Digit IC number to 66628
2. Call our Maybank Group Customer Centre (MGCC) at 1300 88 6688 or AMEX Call Centre (for AMEX Prepaid Card) at 1800 88 9559.

However should you wish to disable it again please call our MGCC.

5. When can I use my Debit/Prepaid Card after enabling it?

1. SMS - 2 business days
2. Via MGCC - effective immediately

6. Can I go to the branch to enable or disable the E-Commerce transaction?

At the moment, there are only two available channels; SMS or calling our MGCC. More channels will be available soon.

7. Will I be at risk if I enable the E-commerce and continue making online transactions?

There are two types of online purchase mode:

1. Secured Site - You will be prompted to key in a One Time Password (OTP) via the Maybank Secured Online Shopping (MSOS). The OTP will only be send to your registered mobile phone number.
2. Non Secured Site - There is no OTP for this site and you can continue to purchase with a minimal risk. However, Maybank will continue to perform investigations for disputes as and when needed to assist our cardholders.

8. Who should I contact for any inquiry?

For any enquiry or further assistance, you can contact our MGCC 1300 88 6688.