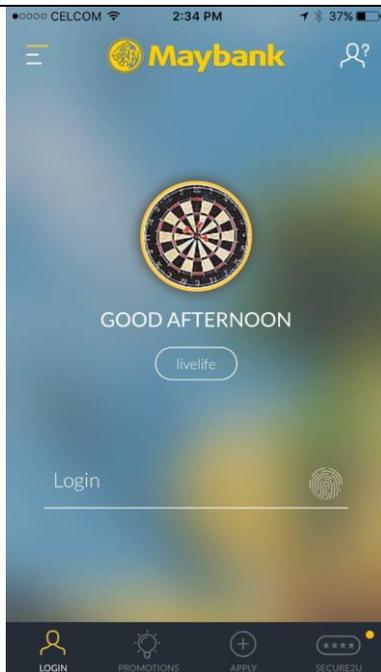
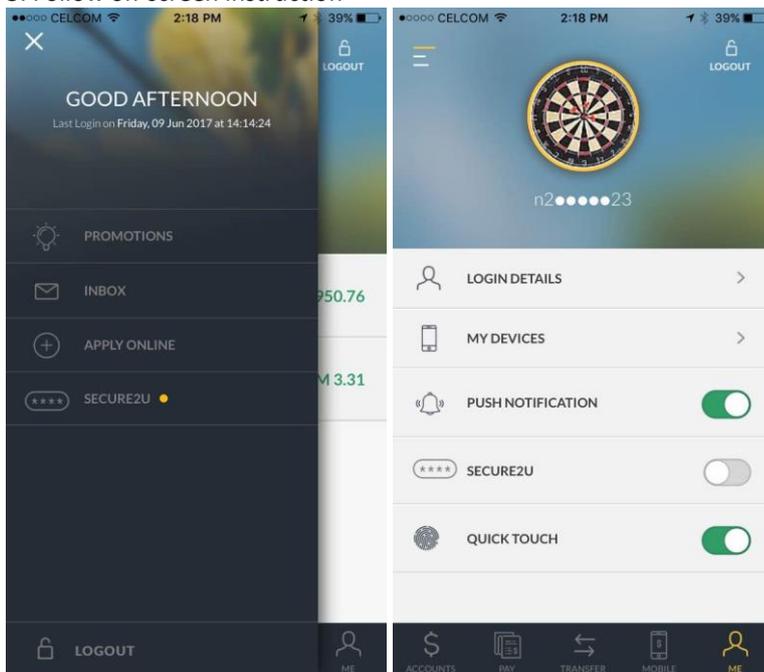


No	FAQ – Secure 2U																																																																															
1	<p>What is Secure2u?</p> <p>Secure2u is a safer and convenient way to authorise transactions using Secure Verification and Secure TAC. This new feature is available only on the new Maybank app, which can be downloaded from Google Play Store and Apple Store. Customers are required to register for Secure2u before enjoying this new authorise transaction method.</p> <ul style="list-style-type: none"> Secure Verification is a feature that allows user to approve or reject Maybank2u selected web and mobile transactions directly from their smartphones. Secure TAC will require you to key in a 6-digit TAC number generated on the mobile app to authorise Maybank2u transactions. <p>Secure TAC is a new alternative to SMS TAC for selected web transactions.</p>																																																																															
2	<p>What is the difference between Secure Verification, Secure TAC & SMS TAC?</p> <p>The difference between Secure Verification, Secure TAC & SMS TAC are as per below :</p> <ul style="list-style-type: none"> Secure Verification – A notification alert will be sent to customers’ registered device for selected transactions. The transactions must be approved or rejected within 30 seconds. Secure TAC – Consists of 6-digit TAC number, generated in Maybank app. Please use the number to authorise your transaction via Maybank2u website. SMS TAC – Current 6-digit TAC number received via SMS. 																																																																															
3	<p>When can I use Secure Verification and Secure TAC?</p> <p>The table below lists the transaction types that require either Secure Verification, Secure TAC or SMS TAC.</p> <table border="1"> <thead> <tr> <th rowspan="2">Services (Monetary)</th> <th colspan="3">Any Amount</th> </tr> <tr> <th>Secure Verification</th> <th>Secure TAC</th> <th>SMS TAC</th> </tr> </thead> <tbody> <tr> <td>1. New 3rd Party Account Transfer</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>2. New Interbank Fund Transfer – IBFT (Instant Transfer)</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>3. New Interbank Fund Transfer – IBG (GIRO)</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>4. Maybank Money Express</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>5. Maybank Visa Direct</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>6. Foreign Telegraphic Transfer</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>7. Western Union</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>8. Tabung Haji</td> <td>√</td> <td></td> <td>√</td> </tr> <tr> <td>9. Open Instant Prepaid Top-up</td> <td>√</td> <td>√</td> <td>√</td> </tr> <tr> <td>10. Prepaid Top up with PIN</td> <td>√</td> <td>√</td> <td>√</td> </tr> <tr> <td>11. IDD/STD Card</td> <td>√</td> <td>√</td> <td>√</td> </tr> <tr> <td>12. Internet Prepaid</td> <td>√</td> <td>√</td> <td>√</td> </tr> <tr> <td>13. Make a One-off Payment</td> <td>√</td> <td>√</td> <td>√</td> </tr> <tr> <th colspan="4">Services non-Monetary</th> </tr> <tr> <td>14. Update Contact Info</td> <td>N/A</td> <td>√</td> <td>√</td> </tr> <tr> <td>15. Update Contact Info Address</td> <td>N/A</td> <td>√</td> <td>√</td> </tr> <tr> <td>16. Update Contact Info Email Address</td> <td>N/A</td> <td>√</td> <td>√</td> </tr> <tr> <td>17. Change Site-To-User-Image</td> <td>N/A</td> <td>√</td> <td>√</td> </tr> </tbody> </table>	Services (Monetary)	Any Amount			Secure Verification	Secure TAC	SMS TAC	1. New 3rd Party Account Transfer	√		√	2. New Interbank Fund Transfer – IBFT (Instant Transfer)	√		√	3. New Interbank Fund Transfer – IBG (GIRO)	√		√	4. Maybank Money Express	√		√	5. Maybank Visa Direct	√		√	6. Foreign Telegraphic Transfer	√		√	7. Western Union	√		√	8. Tabung Haji	√		√	9. Open Instant Prepaid Top-up	√	√	√	10. Prepaid Top up with PIN	√	√	√	11. IDD/STD Card	√	√	√	12. Internet Prepaid	√	√	√	13. Make a One-off Payment	√	√	√	Services non-Monetary				14. Update Contact Info	N/A	√	√	15. Update Contact Info Address	N/A	√	√	16. Update Contact Info Email Address	N/A	√	√	17. Change Site-To-User-Image	N/A	√	√
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4	<p>How do I register for Secure2u?</p> <p>Secure2u is available only on the new Maybank app, which can be downloaded from Google Play Store and Apple Store. To register, launch the new Maybank app and follow these steps:</p> <p>Before Login</p> <ol style="list-style-type: none"> Tap on Secure2u Follow on-screen instruction 																																																																															



After Login

1. Tap on the drawer menu or 'Me' from the bottom menu.
2. Tap on 'Secure2u'
3. Follow on-screen instruction



5	Am I required to use Secure2u for all transactions?
	No, you may still use the conventional SMS TAC to authorise your transactions. However, you must use Secure2u's Secure Verification for selected transactions. (Please refer to the table in Question 3 for the types of transactions)
6	How do I authorise my transactions with Secure Verification?
	To choose Secure Verification as the mode of authorisation, you will be prompted with a push notification message alert on your registered smartphone. You need to "Approve" or "Reject" the transaction within 30 seconds.
7	How to use Secure TAC?
	When you have selected Secure TAC as the mode of authorisation, you can obtain the 6-digit number by tapping on 'Secure2u' button on the Maybank app. Please enter the number to approve your transaction. The 6-digit number is auto generated every 30 seconds.
8	Can I register for Secure2u on two different devices?
	No, Secure2u is tied to 1 device only per username.
9	What is the device minimum requirement to run Secure2u?
	You can run Secure2u on iOS 8 or later; and Android 4.4 or later.
10	What if I am using other operating systems such as Blackberry or Windows phone?
	Secure2u is only supported by "non-jailbreak" & "non-rooted" iOS 8 or later; and Android 4.4 or later operating systems.
11	Can I use Secure2u without an internet connection?

	You need an Internet connection for Secure Verification. However, you can still use Secure TAC even without an Internet connection.
12	Will Secure2u work when I am in overseas?
	Yes, you can use Secure2u when you are overseas. Please ensure the date and time on your device are set to 'automatic'.
13	How do I de-register Secure2u?
	You may de-register for Secure2u by selecting Settings from "Me" within the new Maybank app.
14	What happens if I changed my mobile phone?
	You can re-register for Secure2u on a new device at any time. During the new registration, you will be prompted to deactivate the service from the old device. Alternatively, you may go to Settings from "Me" within the new Maybank app on your old device for deactivation.
15	I've just switched to a new Telco and they have given me a new SIM card but the mobile number remain unchanged, will this have any impact to my Secure2u?
	No, as long as your mobile number remains unchanged, the feature will still be available to you.
16	What if I have changed to a new mobile number?
	A change in your mobile number will affect your SMS TAC, hence you are required to update the bank with your new mobile number by calling our Customer Care hotline at 1-300-88-6688 or you may alternatively update at any Maybank ATM Machines. However, a change in your mobile number will not affect your Secure2u as it is tied to your device
17	If I lost my handphone, can I re-register for Secure2u on a new device?
	Yes, do re-register for Secure2u using your new device and you will be prompted to de-register your old device.
18	What should I do if I lost my mobile phone?
	If you have lost your phone, immediately contact our Customer Care hotline at 1-300-88-6688 (local) or 603-78443696(overseas) to de-register Secure2u.
19	How do I request for Secure TACs?
	Tap on Secure2u from your mobile phone and your Secure TAC number will be auto generated every 30 seconds. Please use the latest Secure TAC to complete your transaction.
20	What will happen if I entered the wrong Secure TAC number?
	Similar to SMS TAC, you are given 3 attempts to enter the Secure TAC number before your Maybank2u access gets blocked.
21	How much time do I have to approve a transaction with Secure Verification?
	You are given 30 seconds to approve your transaction via mobile before it gets expired.
22	What happen if I don't approve the transaction with the Secure Verification notification that I have received?
	Without your approval, your transaction will not be processed and the amount will not be deducted from your account.
23	I have Maybank2u Biz and Maybank2u Lite accounts. Can I register for Secure2u?
	No, Secure2u is not applicable for Maybank2u Biz and Maybank2u Lite.
24	Can I use Secure2u for transactions that I have saved as 'Favourites'?
	No, Secure2u is not required for transactions that you have saved as 'Favourites'.
25	I did not receive the Secure Verification notification alert to authorise my transaction. What should I do?
	Please check your Internet connection. You will only receive the alert if your Internet connection is available. If your Internet connection is working and you are not able to receive Secure Verification alert do contact our Customer Care hotline at 1-300-88-6688 (local) or 603-78443696(overseas) to lodge a report.
26	I did not initiate a transaction, but I've just received an alert to authorise a transaction using Secure Verification. What should I do?
	If you have encountered any suspicious transaction from your account, please contact our Customer Care hotline at 1-300-88-6688 (local) or 603-78443696(overseas) immediately to lodge a report.
27	When I performed a single transaction above RM10,000, why I can only see Secure TAC and Secure Verification as option to authenticate?
	For transaction performed above RM10,000 can only be approve by using either Secure TAC or Secure Verification