

**FREQUENTLY ASKED QUESTIONS
(Loan Statement)**

1.	<p>What is Electronic Statement (e-Statement)?</p> <p>Electronic Statement (e-Statement) is the electronic form of your Conventional and/or Islamic Loan Statement of Account, which can be retrieved via M2U if you are a registered user.</p>
2.	<p>Why should I sign up for e-Statements?</p> <p>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 :</p> <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.	<p>When will my Loan Statements be migrated to e-Statements?</p> <p>For those customers with active Maybank2U account, their loan statements have been migrated to e-statements effective January 2018. For non-active Maybank2U customer, they will still receive hardcopy statement. Kindly refer to Q4 to see how you can access your loan statement.</p>
4.	<p>How do I access my loan e-Statement from M2U?</p> <p>To access loan e-Statement from Maybank2u, follow the below steps:</p> <ol style="list-style-type: none"> 1. Login to Maybank2u.com 2. Click on the Loans dashboard 3. In Loans detail page, all loans type belong to customer will be displayed. 4. Select the required Loan Account Number 5. Scroll down to click on “View Statement” button at the bottom
5.	<p>Who can access to view loan e-statement in M2U online?</p> <p>Individual Retail customer</p>
6.	<p>I have stopped my hardcopy loan 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 loan statement through any of our Maybank/ Maybank Islamic branches.</p>
7.	<p>If I encounter any problems regarding Online Banking, who can I contact?</p> <p>You may call our Contact Centre at 1300 88 6688 or visit any of our branches.</p>