

## FREQUENTLY ASKED QUESTIONS & ANSWERS

Q1. Who can apply for a replacement of Maybank Debit Card via Maybank2u?

- All existing Maybank Debit Cardmembers who wish to replace their Debit Cards for any reason can apply, except for Lost /Stolen & Forgotten PIN.

Q2. What type of Maybank Debit Card that can be replaced via Maybank2u?

- All existing debit cards can be replaced with the exception of the following:
  - Maybank FC Barcelona Visa Debit Card
  - Maybank Visa Debit Picture Card
  - Maybank Premier Visa Debit Card

Q3. How do I apply for a Maybank Debit Card replacement via Maybank2u?

Step 1: Log in to Maybank2u (www.maybank2u.com.my)

Step 2: Go to 'SETTINGS' and select 'CARDS'

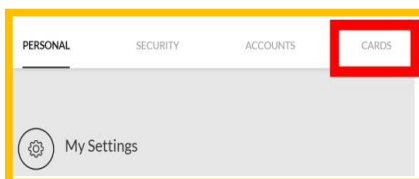
Step 3: Under 'Manage Debit Cards', go to 'Debit Card – Replace, Activate & Block' and select 'Replace Card'

Step 4: Follow instructions to complete steps and click 'Submit'

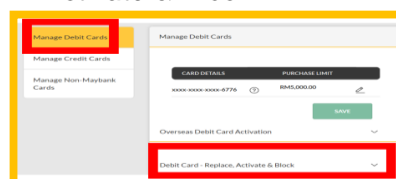
*i. Login to Maybank2u website    ii. Go to Settings*



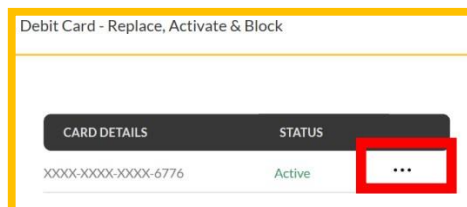
*iii. Select "CARDS"*



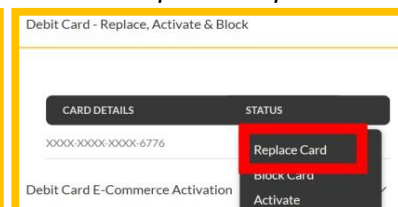
*iv. Manage Debit Cards > Debit Card – Replace, Activate & Block*



*v. Click the 3 vertical dots button*



*vi. Select Option "Replace Card"*



v. Confirm the delivery address vi. Select the state from the drop down options

vii. Acknowledge the Term & Conditions and click "REPLACE CARD"

viii. Click "REQUEST" to request TAC number

Key in the TAC number and click "CONFIRM"

x. Below completion message

Q4. When will I receive my replacement Maybank Debit Card?

- You will receive your replacement Maybank Debit Card within 9 working days (within Malaysia) or 30 working days (overseas), from the date of application submission via Maybank2u.

Q5. Is there any replacement fee?

- No. However, a fee of RM12 will be automatically deducted from your Current or Savings Account that is linked to the card once the replacement is successful. The refund of RM12 fee will be credited into your Current or Savings Account within 7 working days.

Q6. How do I activate my replacement Debit Card?

- The activation can be performed via the following channels:

a. Maybank's ATM

- Insert Cards > Select Language > Enter PIN >
- Select Other Transaction > Other Services > Next Screen > Card Activation

b. Maybank2u website ([www.maybank2u.com.my](http://www.maybank2u.com.my))

- Log in to Maybank2u website
- Go to Settings > CARDS > Manage Debit Cards > Activate

Q7. Do I need to set a new PIN for the new Debit Card?

- You can still use the same or existing PIN for withdrawal or purchases. If you wish to change to a new PIN, you may change it at any Maybank ATM.

Q8. What should I do if I don't receive the replacement Debit Card after the stated period mentioned earlier?

- In the event that you did not receive the new Debit Card after the stated period above (Q4), you are required to contact our Maybank Group Customer Care at 1-300-88-6688 (local) or 603-78443696 (overseas).
- However, please note that if multiple applications are made to replace a Maybank Debit Card, Cardmembers will be charged a fee of RM12 for each replacement application, which will be refunded within 7 working days.

Q9. If my Debit Card was Lost/Stolen or I have forgotten my PIN, how can I replace my card?

- For instances such as this, please proceed to the nearest Maybank branch to obtain a replacement Debit Card. This applies for both Cardmembers who are in Malaysia and also currently overseas. Alternatively, for those in overseas, please proceed to the nearest Maybank branch once you return to Malaysia.

Q10. What are the other information that I should take note?

- The Cardmember's existing Debit Card can still be used for transactions until the new Debit Card is activated.
- Cardmember must activate the new Debit Card within 90 days of receiving the card, failing which, the Cardmember shall be required to reapply for another debit card. A nominal replacement fee of RM12 per application shall be applicable, however, the replacement fee of RM12 will be refunded within 7 working days.
- Cardmembers are required to update their respective service providers for all the Auto Debit/Instalment Payments/Recurring Payments using the new Debit Card numbers to avoid any service interruption.