

MAYBANKPAY DECOMMISSIONED - FREQUENTLY ASKED QUESTIONS:

I am existing customer:

- 1. With the decommissioning announcement, does this mean that I can no longer use MaybankPay?**

Yes, you can no longer use MaybankPay effective 20th July 2020.

- 2. What is the alternative contactless payment service available that I can use for now?**

If you are the owner of Samsung Galaxy Phone*, you can use Samsung Pay App. For other Android phones, we are currently exploring other payment options to bring better service for customers in the future, please stay tune. Alternatively, you can also use our Maybank2u App to pay seamlessly using QR pay.

*Only selected phone is compatible for Samsung Pay. Please refer our Maybank2u website for more details.

- 3. What will happen to my card account(s) stored in MaybankPay App? Is there anything I need to do before MaybankPay App decommission?**

We will deactivate and delete the card account (s) stored in MaybankPay App.

I am new customer:

- 4. Can I still download the MaybankPay App at Google Playstore?**

No, the MaybankPay App will not be available in Google Playstore effective 20th July 2020.