

1	Why is it necessary for me to activate my Secure2u at the ATM?	Secure2u activation at the ATM is an additional layer of security to further safeguard your account and ensure that only you, the account holder, can access and authorise your transactions. This is because your card's Personal Identification Number (PIN) is confidential only to you, which also prevents unauthorised Secure2u activations as only you can activate your Secure2u at the ATM. Kindly remember that you should never share your PIN number with anyone. Maybank offers a widespread network of ATMs to make the Secure2u activation process as convenient as possible, emphasising our commitment to your account's security and ease of use.
2	When is the starting date of the Secure2u Activation via ATM?	From 31 October 2023, all first-time Secure2u activations and activations on new devices will require activation via Maybank ATMs, in line with Bank Negara Malaysia's latest security measures.
3	Will this affect me if I'm already using Secure2u on MAE?	No. If you have already activated Secure2u on MAE, you may continue to approve transactions as usual until the point in time where you switch to a new device from 31 October 2023 onwards.
4	I previously activated Secure2u on the MAE App, but uninstalled it and then recently reinstalled it on the same device. Do I need to reactivate Secure2u?	Yes. You will need to activate Secure2u on your mobile device again. However, you do not need to activate it through the ATM and wait for 12 hours to start approving transactions, as you have previously activated Secure2u on the MAE App on the same device.
5	What happens if I change my device and register Secure2u on MAE App on the new device?	If you change to a new device from 31 October 2023 onwards, you are required to register your Secure2u on your new device and activate it via ATM before using your Secure2u to approve transactions.
6	I have multiple IDs to access my individual and sole prop accounts separately. How will this update affect me?	If you have not activated Secure2u before or if you're changing to a new device from 31 October 2023 onwards, to ensure better security for your banking transactions, the MAE app only allows for one Secure2u registration per device, so you will need to activate Secure2u for each Maybank2u ID separately on different devices.

		<p><u>For multiple individual M2U IDs</u> You have the option to merge your multiple individual M2U IDs into one ID, so that you can access all your accounts under one M2U ID and use only one ATM card moving forward. Please head to the nearest Maybank branch for assistance in merging your multiple individual M2U IDs.</p> <p><u>For sole proprietorship and individual M2U IDs</u> For additional security, we encourage you to use a separate device for each M2U ID to minimise your risk of having more than one account compromised simultaneously, in circumstances where your device is stolen or hacked. If you face ATM activation issues during this process, please contact Maybank Group Customer Care at 1-300-88-6688 (Malaysia) or +603 7844 3696 (Overseas) or visit any of our branches.</p>
7	<p>What are the steps to activate Secure2u via ATM?</p>	<p>Below are the steps to activate Secure2u via ATM:</p> <p>Part 1: Register for Secure2u via the MAE app</p> <ol style="list-style-type: none"> 1. Download or launch the MAE app 2. Under Quick Actions, tap 'Secure2u' to register for Secure2u on your device 3. Tap 'Register Secure2u Now' and follow the on-screen instructions to complete your registration 4. Prepare your card that was mentioned upon completion of registration to bring to the Maybank ATM for Secure2u activation <p>Part 2: Activate Secure2u at a Maybank ATM</p> <ol style="list-style-type: none"> 1. At a Maybank ATM, insert your card and key in its PIN 2. On the Main Menu, select 'Secure2u Activation' 3. Select 'Activate Secure2u' and follow the on-screen instructions to complete your activation. 4. Once activated, you will go through a minimum activation period of 12 hours

		<p>5. Once the activation period ends, you will be notified via SMS, push notification and email and you'll be able to perform transaction as usual</p>
8	<p>What if I did not activate Secure2U at ATM within 30 days?</p>	<p>Once you have registered your Secure2u on your mobile device, you must activate it via Maybank ATM within 30 days.</p> <p>If you did not activate your Secure2u via ATM within 30 days or move to a new device, you are required to re-register your Secure2u on your MAE app again.</p>
9	<p>What card should I bring to the ATM to activate my Secure2u?</p>	<p>Prepare your card that was mentioned on the on-screen instructions after you have successfully completed the registration of Secure2u on the MAE app.</p> <p>If you have forgotten which card was mentioned, launch the MAE App and tap 'Secure2u' under the 'Quick Actions' tile. You will see a screen with information on which card you should bring for activation, the one where its last four digits are mentioned.</p>
10	<p>I only have a MAE Wallet, and I do not have any MAE card or Maybank credit/debit cards. How can I activate my Secure2u?</p>	<p>If you do not have any MAE or Maybank cards, kindly proceed to register Secure2u via the MAE app as per the instructions and follow the on-screen instructions accordingly.</p>
11	<p>Which type of Maybank ATM can I use to activate Secure2u?</p>	<p>You can go to any Maybank ATM and SRM (previously known as CDM) to activate your Secure2u.</p>
12	<p>What if I forgot the PIN (Personal Identification Number) for the Maybank card that is required for the ATM activation?</p>	<p>If it is a Maybank debit card, please visit the nearest branch to get your Maybank debit card replaced. A replacement fee of RM12 will be imposed. A new card can be issued on the same day for you to perform Secure2u activation on Maybank ATMs.</p> <p>If it is a Maybank credit card, Maybank charge card or MAE visa card, please call Maybank Group Customer Care at 1-300-88-6688 (Malaysia) for assistance.</p>

13	I have requested to activate my Secure2u at the ATM, but the screen displays, “Unable to process this transaction”. What should I do?	This would mean that your Maybank card has been deactivated for possible security reasons. Please contact the Maybank Customer Care Hotline at 1-300-88-6688 (Malaysia) for assistance.
14	I have requested to activate my Secure2u at the ATM, but the screen displays, “Secure2u Activation for your mobile device was unsuccessful”. What should I do?	<p>In the event of a system maintenance, you might not be able to complete your Secure2u activation at a Maybank ATM or your Secure2u activation for your mobile device may be unsuccessful. Not to worry, you will be able to activate your Secure2u at a Maybank ATM once again, after the system maintenance.</p> <p>We apologize for any inconvenience caused but rest assured that we will inform our customers when services are temporarily unavailable. To ensure a smoother activation experience, you may check the Maybank2u web > ‘Announcements’ for latest updates before activating your Secure2u.</p>
15	How can I check the status of my Secure2u?	Please launch your MAE app, under ‘Quick Actions’ > tap on ‘Secure2u’ to check on your Secure2u status.
16	How do I know if I have successfully activated my Secure2u at the ATM?	You will receive an SMS, Push Notification and Email alert upon successful activation at the ATM, and you will go through a minimum 12-hour activation period before you can perform transactions as usual.
17	I have activated my Secure2u at the ATM, and the minimum 12-hour activation period is in progress, but I need to perform an urgent transaction. What should I do?	<p>The minimum 12-hour activation period helps to prevent unauthorised Secure2u activation and further safeguard the money in your account.</p> <p>For urgent assistance, kindly contact our Customer Care hotline at 1300-88-6688.</p>
18	Why am I getting an SMS and push notification requesting that I wait for 18 hours, whereas for	For all ATM activations done between 6.00 p.m. and 12 a.m., an 18-hour activation period is required, whereas for those who perform them between 12.01 a.m. and

	some other users it is 12 hours?	5.59 p.m., a 12-hour activation period will be required instead.
19	I am overseas right now and have to activate Secure2U in order to perform transactions. What should I do?	Please proceed to register Secure2u via the MAE app as per the instructions. Upon successful registration, kindly call the Customer Care Hotline at 603-7844-3696 (overseas).
20	I have successfully activated my Secure2u before and accidentally clicked on the 'Secure2u Activation' while performing other tasks at the ATM. Would there be any issue?	As you have successfully activated your Secure2u already, your Secure2u will not be affected. The ATM screen will let you know that your Secure2u has been activated and no further action is required.
21	I am under the minimum 12-hour activation period, waiting for my Secure2u to be activated, and accidentally clicked on the 'Secure2u Activation' when I was performing other tasks on the ATM. Would there be any issue?	Don't worry. The minimum 12-hour cooling period will follow what you have done earlier; it will not be extended. Once the Secure2u activation period has ended and you can start to approve transactions using Secure2u, you will be notified via SMS, PN, and email.
22	Can I register Secure2u on ATM rather than on the MAE app?	You can only register Secure2u on the MAE app itself. Kindly download or launch the MAE app. Under Quick Actions, tap 'Secure2u' to register for Secure2u on your device. Tap 'Register Secure2u Now' and follow the on-screen instructions to complete your registration. Once you have registered successfully, you will receive on-screen instructions on what you should do next.
23	I have activated Secure2u on the MAE app on 30 October 2023. The min. 12-hour activation period will end on 31 October	If you have activated Secure2u on the MAE app before 31 October 2023 and you are waiting for min. 12-hour activation period to pass, you will not need to activate your Secure2u at a Maybank ATM. Once the activation period is over, you can perform transactions as usual.

	<p>2023, which is when Secure2u activation at a Maybank ATM is required - do I need to activate Secure2u again at the ATM?</p>	
24	<p>I have registered for Secure2u successfully, but I am not able to find the card stated on the in-app instructions. What should I do?</p>	<p>If the card you lost is a Maybank debit card, please visit the nearest branch to get your card replaced. A replacement fee of RM12 will be imposed. After receiving the new card, use it to perform Secure2u activation at a Maybank ATM.</p> <p>If it is a Maybank credit card, Maybank charge card or MAE visa card, please call Maybank Group Customer Care at 1-300-88-6688 (Malaysia) for assistance.</p>
25	<p>I received my new card today and registered Secure2u on the MAE app. However, the app still displays the number for the old card that I have replaced. Which card should I bring to activate Secure2u at the ATM?</p>	<p>Please bring the new card for Secure2u activation, even if the app displays the old card number. This is because the old card has been replaced and no longer valid.</p>
26	<p>What is the operating hour of Maybank ATMs?</p>	<p>The operating hours of all Maybank ATMs nationwide are from 6 a.m. in the morning to 12 a.m. at midnight.</p>
27	<p>I have forgotten to bring the card stated on the MAE app in-app instructions. Can I just use any of the Maybank cards that I have with me to perform the ATM activation?</p>	<p>The activation can only be performed using the designated Maybank card stated as per the in app instructions. This is because each of the accounts, including yours, is being mapped to a unique card.</p> <p>If you have accidentally proceeded to use the incorrect card for ATM activation, there will be an error message displayed on the ATM screen stating there's no pending activation for this card, and there will be no implication on your card or the registration that you have done on the MAE app, presuming that you have successfully</p>

		completed the registration process. To complete the activation process, please bring the correct Maybank card within 30 days to any Maybank ATM to activate your Secure2u to approve transactions.
28	Where can I find the nearest Maybank ATM?	Please click here where you will be brought to a link that shows all Maybank ATMs and help you to identify which are the Maybank ATMs near to you.