

Maybank2u Biz Secure2u

Frequently Asked Questions

No.	Questions	Action
1.	What is Secure2u? Is Secure2u safe?	<p>Secure2u is a safer and more convenient way to authorise Maybank2u Biz transactions. This feature is available on the Maybank2u Biz app.</p> <p>Secure2u pairs your device with your Maybank2u Biz account, offering an extra level of security as all transactions performed can only be authorised on your registered device.</p> <p>Once you have registered for Secure2u on your device, you will receive notification alerts for selected transactions. You can then tap on the notification to approve or reject the transaction within 50 seconds.</p>
2.	How do I register for Secure2u?	<p>Secure2u is available on the M2U Biz app, which can be downloaded from Google Play Store and Apple App Store.</p> <p>Step 1: Launch M2U Biz app and tap the control centre icon on the top left</p> <p>Step 2: Select 'Settings'</p> <p>Step 3: Select 'Security'</p> <p>Step 4: Toggle on 'Secure2u'</p>
3.	Am I required to use Secure2u for all transactions?	<p>As a measure to further safeguard your online banking security, Secure2u on the M2U Biz app is now the only way you can approve Maybank2u Biz web and app transactions in two phases.</p> <p>Phase 1: Starting 26 Nov 2023</p> <ul style="list-style-type: none">• Fund transfers to new recipients• Fund transfers to saved favourites• Adding of new favourite fund transfer recipients• DuitNow transfers to one-off recipients• DuitNow transfers to saved favourites• Adding of new favourite DuitNow recipients <p>Phase 2: Starting 20 Jan 2024</p> <ul style="list-style-type: none">• Fixed Deposit placements, upliftments and management• Foreign Telegraphic Transfers

		<ul style="list-style-type: none"> • Adding of new favourite Foreign Telegraphic transfers • One-off payments • Payments to favourite payees • Adding of new favourite payees • One-off JomPAY payments • JomPAY payments to favourite payees • Adding of new favourite JomPAY payee • Bulk Payments • Statutory Payments • ASNB • Changing of Maybank2u Challenge Question • Changing of Site-To-User Image • DuitNow registration • DuitNow maintenance • Transaction Limit Maintenance • Card Management • Online applications • FPX payments
4.	How do I authorise my transactions with Secure2u and how much time do I have to approve a transaction?	<p>You will receive a Secure2u push notification alert on your registered smartphone upon confirming a selected transaction. The registered smartphone is the device that you've registered for Secure2u. Tap on the push notification to view your Secure Verification, and "Approve" or "Reject" the transaction within 50 seconds. Without your approval, your transaction will not be processed and the amount will not be deducted from your account.</p> <p>Tip: To seamlessly authorise your future transactions, make sure you've enabled push notifications for your M2U Biz app.</p>
5.	Can I use Secure2u to approve my transaction without an Internet connection or slow connection?	You will need a stable internet connection to approve transactions using Secure2u.
6.	Can I still use Secure2u when I am overseas?	Yes, you can use Secure2u even when you are overseas, as long as you have a stable Internet connection.
7.	How do I de-register Secure2u?	<p>Please note that de-registering Secure2u will not revert your authorisation method back to SMS TAC. A prompt to re-register for Secure2u will appear the next time you need to authorise a transaction.</p> <p>Without Secure2u, you will not be able to authorise and complete your transactions if you are making new transfers.</p> <p>To de-register Secure2u, please follow these steps:</p> <p>De-register Secure2u via Maybank2u Biz web:</p> <p>Step 1: Log in to Maybank2u Biz web</p> <p>Step 2: Click on 'Personal Details'</p> <p>Step 3: Select 'Secure2u Deregistration'</p>

		<p>Step 4: Click 'Deregister' button</p> <p>De-register for Secure2u via M2U Biz app:</p> <p>Step 1: Log in to M2U Biz app and tap the control centre icon on the top left</p> <p>Step 2: Select 'Settings'</p> <p>Step 3: Select 'Security'</p> <p>Step 4: Toggle on 'Secure2u'</p> <p>Step 5: Tap 'Yes' at confirmation pop-up and your Secure2u will be de-registered</p>
8.	Can I register for Secure2u on two different devices and what is the minimum device requirement to run Secure2u?	No, Secure2u can only be tied to 1 device per ID number. Our minimum requirement to download the app is Android OS V9.0 and iOS V12.0 (M2U Biz is not available in Huawei AppGallery).
9.	What if I switched to a new Telco and they have given me a new SIM card but the mobile number remains unchanged?	No, Secure2u is not tied to your mobile number. It is tied to your username, ID number and mobile device. As long as your mobile number and mobile device remain unchanged, the feature will still be available to you.
10.	Will the Secure2u activation period affect me if I am already using Secure2u on the M2U Biz app?	<p>No. You can continue to approve transactions as usual. You will only need to wait for the minimum 12-hour activation period if you have:</p> <ol style="list-style-type: none"> 1. Enabled Secure2u on the M2U Biz app for the first time. 2. Enabled Secure2u on the M2U Biz app on a new device.
11.	I have performed/initiated a transaction on the Maybank2u Biz website via a browser. How do I authorise the transaction?	<p>You will need to download M2U Biz app and activate Secure2u on your M2U Biz app.</p> <p>Once activated, you will immediately receive Secure2u notifications through the M2U Biz app to authorise your M2U Biz web/app transactions.</p> <p><i>Note: If you have an urgent transaction to perform or want uninterrupted transaction services, kindly activate your Secure2u on M2U Biz beforehand as there will be an activation period (min. 12 hours) when you activate Secure2u on the M2U Biz app for the first time or on a different device. This helps to prevent unauthorised transactions approvals. You will only be able to use Secure2u on M2U Biz to approve transactions after the activation period.</i></p>
12.	I have installed the M2U Biz app on my phone in the past but I've REMOVED it. I had even registered for Secure2u then. Can I still use Secure2u?	You will need to download the M2U Biz app and activate Secure2u again.
13.	I just bought a new device. I have ACTIVATED Secure2u on M2U Biz app before on my previous device. Will I have Secure2u on both devices?	<p>Secure2u is only available to one device at a time.</p> <p>You will need to download the M2U Biz app on your new device and activate the Secure2u on your M2U Biz app.</p>

		Once activated, you will immediately receive Secure2u notifications through the M2U Biz app to authorise your M2U Biz web/app transactions.
14.	I have activated Secure2u for the M2U Biz app on my phone and the activation period is still in progress. I need to make an urgent transaction. What should I do?	<p>The activation period is still required to safeguard and secure your online banking transactions. You will need to wait 12 hours or 18 hours (if you activate it from 6pm – 12am). However, payment transfers within your own accounts are still allowed as it does not require Secure2u.</p> <p>For urgent assistance, please contact our Customer Care hotline at 1300-88-6688.</p>
15.	I have received a Secure2u notification but I DID NOT initiate a Secure2u activation. What should I do?	Please change your Maybank2u password immediately and contact our Fraud Hotline at 03-58914744 for immediate assistance.
16.	I have NOT been able to download the M2U Biz app on my device. What should I do?	To download the M2U Biz app on your devices, your Operating System (OS) must be updated to the latest version (Android 9 & above, iOS12 & above). The latest OS on your device ensures the latest security enhancements for your M2U Biz app. M2U Biz is not available on Huawei AppGallery.
17.	I lost my mobile phone which was registered for Secure2u. What should I do?	<p>You should deregister Secure2u from your lost device as soon as possible, just follow the methods below:</p> <p>Method 1: Log in to Maybank2u Biz web and click on Personal Details > Secure2u Deregistration > select to Deregister.</p> <p>Method 2: Immediately contact our Customer Care hotline at 1-300-88-6688 (local) or 603-78443696 (overseas) for assistance.</p> <p>Once you obtain a new device, rest assured you can reactivate Secure2u on your new device. Kindly note that you will only be able to use Secure2u to approve transactions after the minimum 12-hour activation period.</p>
18.	I made a transaction on the Maybank2u Biz web but I did not receive a Secure2u push notification. What should I do?	<p>If you didn't receive a push notification within 50 seconds, please launch your M2U Biz app, skip the login and tap on 'Secure2u'. Your Secure2u details will then be displayed for your approval. On top of that, please ensure that you have done the following:</p> <ol style="list-style-type: none"> A. Turn on your mobile data or Wi-Fi so that your mobile phone is connected to a stable internet connection to receive Secure2u notifications. B. Enable push notification alerts on your smartphone. On the M2U Biz app, launch the app > go to 'Settings' > 'Notifications' > enable 'Immediate'. C. Turn on your mobile data and turn off Wi-Fi or vice versa if your Internet connection is still not working.

		If you are still not able to receive Secure2u push notifications, contact our Customer Care hotline at 1-300-88-6688 (local) or 603-78443696 (overseas) for assistance.
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