

Frequently Asked Questions (FAQ): Maybank2u First Time Registration

Effective 18 September 2025

Q1	What is the new Maybank2u account registration process starting from 18 September 2025?	<p>Starting 18 September 2025, registration of a new Maybank2u account will only be available via the MAE app.</p> <p>This applies to Individual or Sole Proprietor customers who use Maybank services but have not created a Maybank2u account. This update is part of our ongoing efforts to ensure a safer online banking experience for you.</p>
Q2	If I am an Individual or Sole Proprietor customer who have not created a Maybank2u account, how can I register for a new Maybank2u account?	<p>You can register for a new Maybank2u account by following the steps below:</p> <ol style="list-style-type: none">1. Please set a temporary M2U PIN via your nearest Maybank ATM or Maybank branch.2. Launch the MAE app and tap on 'Register for M2U Online Banking Access'.3. Input your debit or credit card number, or access number. Please ensure that this is the same selection that was used to set the 6 digit temporary M2U PIN at the Maybank ATM or branch.4. Input your temporary M2U PIN.5. Create your Maybank2u username and password, then key in your email.6. Set up your Security Image, Phrases and Questions. These are important to help keep your account secure.7. Once you've created your Maybank2u account, tap 'Activate Secure2u'.8. Tap 'Activate Now' and follow the on-screen instructions to complete your Secure2u self-activation.
Q3	What is a temporary M2U PIN?	A temporary M2U PIN is a 6-digit PIN that you can use to register for a new Maybank2u account.

Q4	How can I set a temporary M2U PIN?	<p>You can set your temporary M2U PIN by following the steps below:</p> <ul style="list-style-type: none"> • A temporary M2U PIN can be set by inserting your debit or credit card and entering your 6-digit card PIN at your nearest Maybank ATM. • If you do not have a card, you can obtain an Access Number and set a temporary PIN by visiting your nearest Maybank branch, and seek assistance from our branch staff. • Please note that your temporary M2U PIN is only valid for 48 hours.
Q5	I've already used my temporary M2U PIN, can I use it again?	No, the temporary M2U PIN is valid for a single use only. If you need another temporary M2U PIN, you can set one by visiting your nearest Maybank ATM or Maybank branch.
Q6	Is it possible to set more than one temporary M2U PIN at the same time?	No, you can only have one (!) valid temporary M2U PIN at a time. When you set a new PIN, the previous PIN will automatically become invalid.
Q7	I used my debit card to set a temporary M2U PIN. Can I use a different debit or credit card number to register for Maybank2u account?	<p>No, for security purposes, you must use the exact same debit card that was used to set the temporary M2U PIN.</p> <p>This rule applies to all account registration options, such as:</p> <ul style="list-style-type: none"> • Debit card • Credit card • Access number <p>Please ensure that your selection matches the one you used at the Maybank ATM or branch.</p>