

## **Frequently Asked Questions (FAQ): Maybank2u Password Reset Flow**

### **Effective 18 September 2025**

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Q1	What is the new Maybank2u password reset process starting from 18 September 2025?	<p>Starting 18 September 2025, your Maybank2u password can only be reset directly on the MAE app.</p> <p>This applies for Individuals and Sole Proprietors customers who have forgotten their Maybank2u password, and would like to reset it.</p>
Q2	If I have forgotten my Maybank2u password, can I reset it on the Maybank2u website?	No, starting 18 September 2025, you can only reset your Maybank2u password directly on the MAE app.
Q3	I know my current password, but I want to change it. How can I do this on the MAE app?	If you know your Maybank2u password but want to update it, simply log into the MAE app and update it under Settings > Security > Change Password.
Q4	If I have forgotten my Maybank2u password, how can I reset my password on the MAE app?	<p>You can reset your Maybank2u password on the MAE app by following the steps below:</p> <ol style="list-style-type: none"><li>1. Tap on 'Forgot Password' or 'Forgot Login Details' when you are prompted with the login screen.</li><li>2. Select 'Verify Using Secure2u'.</li><li>3. Select the method you would like to verify your account. Please ensure that it is the same selection you used to register your Maybank2u account for the first time (debit card, credit card, MAE wallet number or access number).</li><li>4. Key in your MAE app PIN (the 6-digit PIN number you use to unlock your MAE app).</li><li>5. Verify your identity by scanning your NRIC/Passport and taking a self portrait photo with your camera.</li></ol>

		<ol style="list-style-type: none"> <li>6. Your username will be displayed, please check and confirm it is correct before proceeding to the next step.</li> <li>7. Please key in your new password and authenticate it via Secure2u.</li> <li>8. Your password has been successfully reset! Please note that, as a security measure, you can only reset your password once every 24 hours.</li> </ol>
Q5	What is a MAE app PIN?	The MAE app PIN is the 6-digit PIN you created when setting up your MAE app.
Q6	What should I do if I forget my MAE app PIN?	If you have forgotten your MAE app PIN, you can reset your Maybank2u password using the 'Verify using a temporary M2U PIN' option on the MAE app.
Q7	What are the other scenarios where I am required to select the 'Verify using a temporary M2U PIN' option to reset my Maybank2u password?	<p>You may be required to select the 'Verify using a temporary M2U PIN' option in the following scenarios:</p> <ul style="list-style-type: none"> <li>• If you have lost your Secure2u linked device</li> <li>• If you have forgotten your MAE PIN</li> <li>• If you are unable to verify your identity</li> <li>• If you are unable to proceed with any of the steps listed in Q3</li> </ul>
Q8	Why can't I select 'Verify Using Secure2u' after tapping 'Forgot Password' or 'Forgot Login Details' on the MAE app?	<p>You may be unable to select 'Verify Using Secure2u' for several reasons, such as:</p> <ul style="list-style-type: none"> <li>• You have not yet registered for Secure2u</li> <li>• You are currently in the cooling-off period for Secure2u registration</li> <li>• You are trying to log in on a new device</li> <li>• You are trying to reset your password on a new device</li> <li>• You have previously failed eKYC (electronic Know Your Customer) three (3) times while attempting to reset your Maybank2u password</li> </ul>
Q9	There are several options for account verification. Which one should I choose?	To verify your account and reset your Maybank2u password, please ensure that it is the same selection you used to register your Maybank2u account for the first time (debit

		card, credit card, MAE wallet number or access number).
Q10	My Maybank2u account is blocked after I accidentally rejected Secure2u requests multiple times. What should I do?	<p>Please call our Customer Care Hotline to unblock your Maybank2u account:</p> <ul style="list-style-type: none"> <li>• Malaysia: 1-300-88-6688</li> <li>• Overseas: 603-7844 3696</li> </ul>
Q11	What should I do if my identity verification keeps failing when I try to reset my Maybank2u password?	<p>For your account's security, if you have failed multiple times to verify your identity, you can either:</p> <ol style="list-style-type: none"> <li>a) Wait for 24 hours before trying again</li> <li>b) Reset your Maybank2u password by setting a temporary M2U PIN via your nearest Maybank ATM or Maybank branch.</li> </ol>
Q12	What is a temporary M2U PIN?	A temporary M2U PIN is a 6-digit PIN that you can use to reset your Maybank2u password.
Q13	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"> <li>• Head to your nearest Maybank ATM, insert your debit or credit card that was used to register your Maybank2u account for the first time, and entering your 6-digit card PIN.</li> <li>• 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.</li> <li>• Please note that your temporary M2U PIN is only valid for 48 hours.</li> </ul>
Q14	How can I reset my Maybank2u password via the 'Verify using a temporary M2U PIN' option?	<p>You can reset your Maybank2u password on the MAE app via the 'Verify using temporary M2U PIN' option by following the steps below:</p> <ol style="list-style-type: none"> <li>1. Please set a temporary M2U PIN via your nearest Maybank ATM or Maybank branch.</li> <li>2. Tap on 'Forgot Password' or 'Forgot Login Details' when you are prompted with the login screen.</li> </ol>

		<ol style="list-style-type: none"> <li>3. Select 'Verify using temporary M2U PIN'.</li> <li>4. Select the method you would like to verify your account. Please ensure that it is the same selection you used to register your Maybank2u account for the first time (debit card, credit card, MAE wallet number or access number).</li> <li>5. Key in your temporary M2U PIN.</li> <li>6. Your username will be displayed, please check and confirm it is correct before proceeding to the next step.</li> <li>7. Key in your new password and your password has been successfully reset! Please note that, as a security measure, you can only reset your password once every 24 hours.</li> </ol>
Q15	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.
Q16	Is it possible to set more than one temporary M2U PIN at the same time?	No, you can only have one (1) valid temporary M2U PIN at a time. When you set a new PIN, the previous PIN will automatically become invalid.
Q17	Can I use a different debit or credit card number to request my temporary M2U PIN?	No, for security purposes, you must use the exact same debit or credit card that was used to register your Maybank2u account for the first time.
Q18	How often can I reset my Maybank2u password?	You can reset your Maybank2u once every 24 hours. This applies to all password reset methods.