

## Secure2u on MAE app

1. **Once Secure2u is made available on the MAE app, what does it mean for me as a customer?**

**If you are a MAE app user only**, there is no change to the way you approve a transaction.

**If you are a MAE app and Maybank2u web user**, effective 25 April, all your Maybank2u web Secure Verification push notification will be sent via the MAE app. There is no impact to transactions performed on MAE app.

**If you are a MAE app and Maybank2u MY app user**, your Secure2u will be moved to MAE app, effective 25 April. All your Maybank2u MY App Secure Verification push notification will be sent via the MAE app. There is no impact to transactions performed on MAE app.

**If you are a user of MAE app, Maybank2u MY app and Maybank2u web**, MAE app will become your default app for all your Secure2u approvals, effective 25 April. All your Maybank2u MY App & Web Secure Verification push notification will be sent via the MAE app. There is no impact to transactions performed on MAE app.

**If you are a Maybank2u MY App and/or Maybank2u web user**, there is no change to the way you approve a transaction.

2. **How do I approve transactions via Secure2u on MAE app after 25 April 2021?**

**For transactions performed on Maybank2u web or Maybank2u MY app:**

1. A push notification will be sent to your smartphone with MAE app installed.
2. Tap on the push notification, review the transaction details, and tap 'Approve'.
3. And you're done! You will receive confirmation on respective platform where transactions were initiated.

**For transactions performed on MAE app:**

1. Upon keying in transaction details, you will be directed to the Secure Verification screen within the app.
2. Review the transaction details, and tap 'Approve' and you're done!

3. **How do I activate Secure2u on MAE app after 25 April?**

**For existing MAE app user (With One-tap-authorisation activated):**

All you have to do is launch and login to MAE app with your password after 25 April to activate Secure2u on the MAE app. Now you can approve all your MAE app & M2U transactions safely via Secure2u. Kindly note that there is no registration required.

**For existing MAE app user (Without One-tap-authorisation activated):**

Upon performing a monetary transaction, you will be prompted to register for Secure2u. Upon registering, MAE app then becomes the default app for all your Secure2u approvals.

**For new MAE app user:**

Follow the instructions on screen upon onboarding:

1. Launch your MAE app and tap 'More' on the bottom navigation bar
2. Tap on the 'Settings' menu on the top of the screen
3. Tap 'Maybank2u' and proceed to login
4. Tap to toggle and enable 'Secure2u'
5. Confirm your mobile number, ID number and enter the One Time Password received via SMS
6. Enter ID number and you're all set!

- 4. I was told that Secure2u is now on MAE app. But I did not receive any push notification to approve my Maybank2u MY App and/or Maybank2u web transactions. Why is that so?**

Effective 25 April 2021, MAE app becomes the default app for all your Secure2u approvals. All you have to do is launch and login to MAE app with your password after 25 April to start receiving Secure2u Verification. Upon doing so, you can proceed to approve all your MAE & M2U transactions safely via Secure2u.

- 5. I saw online & on your website that MAE app is now the default app for Secure2u, effective 25 April. However, I've just performed a transaction on M2U web and the Secure Verification was sent via my M2U app. Why is this happening?**

This is because your token has not been refreshed and the system still registers M2U app as the authorisation app for Secure2u.

To refresh Secure2u token on MAE app, all you have to do is launch and login to MAE app with your password after 25 April. Upon logging in, you will be able to receive Secure Verification via your MAE app. You can now proceed to approve all your MAE & M2U transactions safely via Secure2u.

- 6. I was told that my Secure2u has been moved from Maybank2u MY app to MAE app. But I wish to keep Maybank2u MY app as the authorisation app for Secure2u. Am I allowed to do so?**

Yes, you can. To keep Secure2u on your M2U app, follow the steps below:

1. Launch & login to your M2U app
2. Tap on the menu on top left corner.
3. Tap 'Me' and enable 'Secure2u'

You have now activated Secure2u on your M2U app and you may proceed to approve transactions safely via Secure2u.

As Secure2u can only be bind to one app at a time, doing so will disable Secure2u on your MAE app.

**7. I did not receive any push notification via MAE app to approve transaction with Secure2u. What should I do?**

1. You can retrieve it manually via the MAE app with the steps below:

Step 1: Launch and login to your MAE app

Step 2: Tap 'More' > 'Secure2u', the details will be displayed for you to approve.

Step 3: Review the transaction details, tap 'Approve' and you're done!

2. Kindly follow these steps to enable your push notification before initiating the transaction again:

Step 1: Check that your mobile data or wifi is working and ensure your mobile is connected to a stable internet connection for the Secure2u notification to be delivered.

Step 2: To check on the MAE app, tap on 'More' > 'Settings' > 'Notification' and ensure that the toggle for 'Promotions' is enabled.

Step 3: Turn on mobile data and turn off wifi or vice versa if your internet connection is still not working.

If you are still not able to receive a Secure Verification alert, do contact our Customer Care hotline at 1-300-88-6688 (local) or 603- 78443696 (overseas) to lodge a report.

**8. I am performing a transaction that is not available on MAE app (e.g. Western Union via Maybank2u Web), can I still approve the transaction via Secure2u on MAE app?**

Yes, you can. You can approve any M2U transactions that accepts approval via Secure2u on MAE app.

**9. I was a Maybank2u MY app user and I've recently downloaded the MAE app, after 25 April 2021. How does this affect me?**

The first time you perform a monetary transaction on the MAE app, you will be prompted to register for Secure2u as part of the security measures. Upon registering, your Secure2u will be activated on MAE app.

Alternatively, you can register for Secure2u by tapping on 'More' on bottom menu > 'Settings' > 'Maybank2u' > enable 'Secure2u' and follow the on-screen instructions.

As Secure2u can only be bind to one app at a time, doing so will disable Secure2u on your M2U app. Same logic is applied to the MAE app.

**10. I can't seem to register for Secure2u on MAE app. Why is this happening?**

For added security, Secure2u activation will only be allowed if your device meets the security requirement of having some form of screen lock (e.g., biometric, PIN, pattern, password, etc.). Kindly review your phone security settings before registering again.