



FREQUENTLY ASKED QUESTIONS – MAYBANK WEALTH APP

1. Who can use the App?

Everyone can download the app from Apple App Store or Google Play Store, however, only Premier or Private Wealth customers can activate the app.

2. Do I need to have a Maybank2u account or Maybank2u App to activate Maybank Wealth App?

No, as long as you are a Maybank Premier or Private Wealth customer with a Current/Savings Account or Credit/Charge Card, you are allowed to activate or access Maybank Wealth App.

3. How do I activate the App?

In order to activate the app, you need to:

- (i) Key in your Current/Savings Account Number or Credit Card Number;
- (ii) Select ID Type (IC/Passport/Army ID/Police ID);
- (iii) Enter IC Number/Passport/Army ID/Police ID and
- (iv) Enter Device Nickname (no special characters allowed)

A One-Time Activation Code (OTP) will be sent to the latest mobile number in the bank's record. If you have not updated your current mobile number with the bank, please update it accordingly by calling your Relationship Manager.

4. What is the format for IC number?

IC number is your 12 digit new IC number. You do not need to enter hyphen or space.

5. I received 'Device nickname invalid' message when I try to activate the App. How can I proceed with the activation?

You received this message because the device nickname is too short or contains special characters. Please remove special characters. Device nickname can be a combination of alphabets and numbers.

6. How do I login to the App?

You can login to the App with your preferred 6 digits PIN or using Quick Touch, a fingerprint recognition feature provided your smartphone supports fingerprint technology.

7. What do I need to do if I forget my PIN?

You can reset your PIN number by clicking on "Forgot your PIN?" link on the Login screen. However, you are not allowed to reset your PIN within 24 hours of activation.

8. If I already have Maybank2u access, do I need to register again?

A one-time activation of Maybank Wealth app is required. If you already have access to Quick Balance, you are able to re-use the same 6-digit PIN as Quick Balance for login to Maybank Wealth App. However, if you do not have Quick Balance, you are required to create a 6-digit PIN to access Maybank Wealth App.



Maybank Wealth

9. How many devices can I use to access Maybank Wealth App?

You can register Maybank Wealth App on up to three (3) devices.

10. Can I access Maybank Wealth App using other person's devices?

No, you can only access Maybank Wealth App with the devices you have registered with.

11. If I have reached the maximum number of registered devices, can I deactivate the existing devices and add a new one?

Yes, you can deactivate your device through the "Deactivate" function under "Menu" and register for a different device.

12. Can I perform transaction via the app?

No, the app is for viewing purposes only. You need to use Maybank2u web or Maybank2u App to perform transaction.

13. Can I customize what to be seen on the Home screen?

Yes, you can choose maximum of 5 accounts or minimum 1 account to be featured on the Home screen. You can do this customization through "Edit" function and select the accounts you want to see on this Home screen.

14. What accounts can I view if I register for Maybank Wealth App?

You can view the following products if you register for Maybank Wealth App:

- Current and Savings accounts
- Credit and Charge Cards
- Fixed Deposits
- Loan products i.e. Hire Purchase and Mortgage
- Investment products i.e. Unit Trust, Bonds, Sukuk, Gold and Silver Investment Account
- Multi-Foreign Currency Account (MFCA)

15. How is the currency conversion of MFCA computed?

The MYR amount is computed based on the bank buying and selling rate. It is strictly for reference only. We would advise you to check the latest rate to perform actual conversion.

16. How the Total Assets, Total Liabilities and Net Worth are are computed?

Total Assets, Total Liabilities & Net Worth are computed based on selected banking and investment products. The amount is dependent on the last balance amount from your total product holding.

17. Who do I contact if I need assistance regarding the Maybank Wealth App?

For any enquiries, please contact the following:

1. Your Relationship Manager or
2. Maybank Premier Wealth Hotline at 1-300-80-5555 or 03-7949 0606 (for Premier Wealth Customers) or
3. Maybank Private Wealth Hotline at 03-2074 8200 (for Private Wealth customers)