

Kill Switch - FAQ

| Q1 | What is Kill Switch? | <p>The Kill Switch is a self-service security feature that lets you protect your funds from online scams and enhances your online banking security. It is available on the MAE app and Maybank2u web.</p> <p><i>Note: You should only use the Kill Switch if you suspect you've been scammed.</i></p> | | | | | | | | |
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| Q2 | What can I use the Kill Switch for? | <p>If you suspect that you are a victim of a scam, you will be able to use the Kill Switch feature to instantly protect your funds.</p> <table border="1" data-bbox="534 763 1540 1473"> <thead> <tr> <th data-bbox="534 763 1035 846">Kill Switch Features</th> <th data-bbox="1035 763 1540 846">How It Works</th> </tr> </thead> <tbody> <tr> <td data-bbox="534 846 1035 1021">Block Debit Card</td> <td data-bbox="1035 846 1540 1021"> <ul style="list-style-type: none"> Blocks all outgoing transactions from your Maybank Debit Card </td> </tr> <tr> <td data-bbox="534 1021 1035 1196">Block Credit/Charge Card</td> <td data-bbox="1035 1021 1540 1196"> <ul style="list-style-type: none"> Blocks all outgoing transactions from your Maybank Credit/Charge Card </td> </tr> <tr> <td data-bbox="534 1196 1035 1473">Deactivate Maybank2u access</td> <td data-bbox="1035 1196 1540 1473"> <ul style="list-style-type: none"> Automatically logs out from all active sessions on the MAE app and Maybank2u web Blocks any further login attempts </td> </tr> </tbody> </table> <p>Stay tuned for new Kill Switch features that may be released over time. This is part of our continuous effort to enhance your online banking security.</p> | Kill Switch Features | How It Works | Block Debit Card | <ul style="list-style-type: none"> Blocks all outgoing transactions from your Maybank Debit Card | Block Credit/Charge Card | <ul style="list-style-type: none"> Blocks all outgoing transactions from your Maybank Credit/Charge Card | Deactivate Maybank2u access | <ul style="list-style-type: none"> Automatically logs out from all active sessions on the MAE app and Maybank2u web Blocks any further login attempts |
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| Q3 | How do I activate the Kill Switch? | <p>There are 2 ways to activate the Kill Switch. Just follow the step-by-step guides below:</p> <p><u>Activate Kill Switch via the MAE app</u></p> <p>Step 1: Launch the MAE app and tap 'View All' under 'Quick Actions'</p> <p>Step 2: Under the 'Banking' category, tap 'Kill Switch'</p> <p>Step 3: Select the feature you would like to block or deactivate</p> <p>Step 4: Read the terms and authorise the transaction via Secure2u</p> <p><u>Activate Kill Switch via Maybank2u web</u></p> <p>Step 1: Log in to www.maybank2u.com.my</p> <p>Step 2: Go to 'SETTINGS'</p> <p>Step 3: Click 'SECURITY' and select 'Kill Switch'</p> <p>Step 4: Select the feature you would like to block or deactivate</p> <p>Step 5: Read the terms and authorise the transaction via Secure2u</p> <p>For your added convenience, you can also block your Maybank Cards by accessing your accounts. Just follow the step-by-step guide below:</p> <p><u>Block card via the MAE app</u></p> <p>Step 1: Launch the MAE app and tap on the 'CARDS' tab under 'Accounts'</p> <p>Step 2: Select the debit/credit/charge card you want to block then tap 'Block Card'</p> <p>Step 3: Tap 'Next' and 'Confirm' after agreeing with the terms</p> <p>Step 4: Tap 'Approve' on the Secure Verification request or enter the 6-digit TAC sent via push notification.</p> <p>Step 5: Upon successful card blocking, you will receive an SMS and Push Notification. The card status will be updated to 'Temporarily Blocked'</p> <p><i>Note: You will automatically be logged out from all active sessions immediately after you have deactivated your Maybank2u access.</i></p> |
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| <p>Q4</p> | <p>I have activated my Kill Switch. What happens now?</p> | <p>Once the Kill Switch is activated via the MAE app or Maybank2u web, here's what you can and cannot do with your Maybank Cards or Maybank2u:</p> | | | |
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| | | Kill Switch features | What you will NO longer be able to do | What you will still be able to do | |
| | | <p>Deactivate Maybank2u access</p> | <ul style="list-style-type: none"> • Log in to your account via web/app • Perform bill payments, transfers and other online banking transactions | <ul style="list-style-type: none"> • Receive funds into your account | |
| <p>Block Credit/ Charge Card</p> | <ul style="list-style-type: none"> • Make online and in-store payments (including FPX, Apple Pay and Samsung Pay) • Manage your card settings (including updating your address and changing your PIN) • Make recurring transactions (existing subscriptions, auto debits, standing instructions and similar services will temporarily stop) | <ul style="list-style-type: none"> • Log in to your Maybank2u via web/app • Use your Current/Savings Account to perform transactions such as fund transfer (local & overseas), bill payment, pay zakat and reload. • Pay existing credit/charge card balance and instalments (via Maybank EzyPay, Balance Transfer, Cash Treats and more) | | | |

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| | | | | <p><i>Note: You can still get charged for the card's annual fee and service tax even when your card has been blocked.</i></p> |
| | | Block Debit Card | <ul style="list-style-type: none"> • Use ATM services • Make online and in-store payments (including FPX, Apple Pay and Samsung Pay) • Manage your card settings (including updating your address and changing your PIN) • Make recurring transactions (existing subscriptions, auto debits, standing instructions and similar services will temporarily stop) | <ul style="list-style-type: none"> • Log in to your Maybank2u via web/app • Use your Current/Savings Account to perform transactions such as fund transfer (local & overseas), bill payment, pay zakat and reload. <p><i>Note: You can still get charged for the card's annual fee and service tax even when your card has been blocked (if any).</i></p> |
| Q5 | How will I know if my Kill Switch has been activated? | Once you have activated the Kill Switch for any of the features, you will receive a push notification and an SMS notifying you that your Kill Switch has been successfully activated. | | |
| Q6 | How do I unblock my card or reactivate access to Maybank2u? | You will need to call the Maybank Group Care Centre (MGCC) at 1300 88 6688 or visit a Maybank branch to reactivate your Maybank Debit/Credit/Charge Card or Maybank2u access. | | |
| Q7 | How long will it take before I can use my Maybank Card or login to Maybank2u after reactivation? | Once you have been successfully verified by MGCC or a Maybank branch officer, you will immediately be able to do the following: <ul style="list-style-type: none"> • Use your Maybank Cards • Log in to the MAE app or Maybank2u web/app to perform transactions | | |

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| Q8 | <p>I received a push notification and an SMS notifying me that my Kill Switch has been activated but I did not perform this action.</p> <p>What should I do?</p> | <p>If you suspect someone has stolen your Maybank2u username and password, immediately call Maybank's 24/7 Fraud Hotline at 03 5891 4744 to make a report.</p> |
| Q9 | <p>My physical Maybank Card has been misplaced/stolen.</p> <p>What should I do?</p> | <p>If you have misplaced your card or it has been stolen, immediately activate the Kill Switch to block your card. This will block any outgoing transactions from happening.</p> |
| Q10 | <p>How do I make a report if I am a victim of a scam?</p> | <p>If you suspect you've been scammed, immediately call Maybank's 24/7 Fraud Hotline at 03 5891 4744 or the National Scam Response Centre (NSRC) at 997 (8am to 8pm daily) to make a report.</p> |
| Q11 | <p>What happens if I do not reactivate my Maybank Cards?</p> | <p>You can rest assured that your money will remain in your bank account. However, kindly note that you might not be able to perform transactions if you do not reactivate access to your cards or Maybank2u.</p> <p><u>Maybank Card</u></p> <p>If you do not reactivate access to your card, it will remain blocked and you will not be able to use it to make payments. This includes online payments via FPX and physical card payments.</p> <p><u>Maybank2u access</u></p> <p>If you do not reactivate access to Maybank2u within 12 months, your access will be terminated. You will then need to register for a new Maybank2u access at a Maybank branch.</p> |