

## **FAQ – Migrating from Classic to current Maybank2u**

### **1. What does “discontinuation of the classic Maybank2u website” mean?**

The classic Maybank2u website will be no longer in service. However, you may use our current website via the same URL to access your banking details and perform transactions.

### **2. Why did Maybank discontinue the classic Maybank2u website?**

We have enhanced the current Maybank2u website with more features and a simplified design to provide you with a better and more seamless banking experience.

### **3. How do I access the current Maybank2u site?**

The current Maybank2u site can be easily accessible via [www.maybank2u.com.my](http://www.maybank2u.com.my). Upon landing on the page, you may log in with your existing credentials and transact as usual.

### **4. Is it safe to perform transactions on the current Maybank2u website?**

Rest assured that it is safe to transact via the current Maybank2u website. All security standards remained complete and stringent on the current Maybank2u website.

### **5. What will happen when the classic M2U is no longer accessible?**

The classic Maybank2u website will soon no longer be available but you can still log in via the current Maybank2u website to access your accounts and perform transactions.

### **6. After the classic M2U website is discontinued, how can I access my banking information?**

You can access to your banking information by the following channels:

- i. The current Maybank2u website; log in with your existing credentials at [www.maybank2u.com.my](http://www.maybank2u.com.my)
- ii. The M2U MY or MAE app; download the app and log in with your existing credentials
- iii. The ATM facilities
- iv. Phone banking facilities; call Maybank group customer care at 1300 88 66 88 or +60378443696 (overseas)
- v. Visit a Maybank branch; make an appointment via Maybank EzyQ at [www.maybank2u.com.my/ezyq](http://www.maybank2u.com.my/ezyq)

### **7. What is the difference between the classic M2U and the current M2U websites?**

The current M2U website is upgraded with more features to give you a better online banking experience.

### **8. Why am I only seeing the classic Maybank2u website instead of current website?**

If you accessed the Maybank2u website via your saved favourite link, it will direct you to the classic page. To ensure that you access the current Maybank2u website, please manually type in the URL to your browser.

### **9. Is the current Maybank2u website safe to use?**

Rest assured that the current Maybank2u website is safe and secure, it's even upgraded with additional security features for your utmost peace of mind.

### **10. How can I log in to the current Maybank2u website?**

**Just follow the steps below:**

- i. Type [www.maybank2u.com.my](http://www.maybank2u.com.my) into your browser
- ii. Key in your username at the 'my username' tab and click on the padlock icon
- iii. Verify your security image and phrase
- iv. Select 'Yes' if the security image and phrase are correct; select 'Not me' if they aren't
- v. Key in your password at the 'my password' tab and click 'Login'

### **11. What will happen to my favourite pay and transfer list?**

No worries, your favourite pay and transfer list will be available just the same in the current Maybank2u website.

### **12. What about the Standing Instruction I've created via the classic Maybank2u website?**

You can manage the standing instruction you've created on the current Maybank2u website. Just go to 'Settings' > 'Pay & transfer' > 'Standing Instruction.'

### **13. How do I perform fund transfer on the current Maybank2u website?**

After you've logged in, click on 'Pay & transfer' > 'Transfer' > specify the accounts you'd like to 'Transfer From' and 'Transfer To' > proceed to complete the fund transfer.

### **14. How do I perform bill payment on the current Maybank2u website?**

After you've logged in, click on 'Pay & transfer' > 'Pay' > specify the accounts you'd like to 'Pay From' and 'Pay To' > proceed to complete the bill payment.

**15. How can I download my statement?**

After you've logged in, select 'Account' > scroll down and click on 'View statements' > download the statement.

**16. How can I find Advices & Notices on current Maybank2u website?**

After you've logged in, select 'Account' > scroll down and click on 'View statements' > click on the drop-down button at the top right of your screen > select 'Advice & Notices' (if any) in between your monthly/quarterly statement.

**17. How can I add a new biller with the current Maybank2u website?**

After you've logged in, click on 'Settings' at the top right corner of your screen > select 'Pay & transfer' > 'Manage Bills' > 'Add new biller' > proceed to complete adding a new biller.

**18. How can I view my registered biller statement?**

If you've already registered your bills, you could view the statement by going to 'Pay & transfer' > select your favourite bill account > 'view my bill.'

(Note: You can view up to 3 months of your latest bills.)

**19. Where is the Maybank One solution tab?**

You can access your Flexi Savers Plan and Account Conversion by going to 'My account' > on your Flexi Saver account, click on '...' > select your desired action.

**20. How can I add a favourite ASB account with the current Maybank2u website?**

Your ASB accounts should be automatically linked, based on your registered ID. However, you can manually add an ASB account by logging in and click on 'Pay & transfer' > 'Transfer' > Transfer to: ASNB account > Add new ASNB as favourite.

**21. What about the Classic Maybank2u? Can I continue to log in and transact via the Classic site?**

Unfortunately, the Classic Maybank2u website will soon be unavailable to Individual customers. We strongly encourage you to login to the current Maybank2u for your essential banking transactions and more.

Explore our YouTube channel for video tutorials to help you get onboard:

[www.youtube.com/MaybankVideos](http://www.youtube.com/MaybankVideos).

This change will not affect Maybank2u Biz users. You may continue log in and bank online as usual.

**22. Do I need to set up a new Maybank2u access for this?**

No, you can log in with your existing username and password in the current Maybank2u website.

**23. Are my bank account details still the same on the current Maybank2u?**

Yes, there are no changes on your bank account details. Your favourite billers/payees/transfers saved in the past are also available automatically.

**24. What will happen to all the accounts and billers that I have saved as favourites?**

Don't worry, all the information that you have saved on your existing Maybank2u will remain unchanged. This includes favourite billers and accounts.

**25. Do I need to set up the latest list of my favourite transfer?**

Don't worry, your favourite transfers saved remain unchanged, and the same goes to your favourite billers.

**26. Do I need to set up recurring payment again for my bill payment?**

There is no need to do so as your recurring details saved will be available in the current Maybank2u.

**27. Do I need to update my Internet browser to use it?**

For the best browsing experience, we encourage you to update your browser to the latest version.

**28. What are the changes that you have done to Maybank2u?**

Whilst all the features in the Classic Maybank2u website are made available in the current Maybank2u website, we have also introduced a range of new online banking services, so you can enjoy a simpler and personalized banking experience. This includes:

- **Goals Saving Plan:**
  - Goal based e-savings that allow you to transfer fund easily from your CASA and keep track of your goal progress on the M2U dashboard.
- **ASNB:**

- Manage your ASNB holdings on the current M2U which allows you to view your balance, transfer fund to your own & third party account and viewing the recent transaction history.
- **Experience a suite of wealth management services online via the Wealth dashboard on Maybank2u:**
  - Access a consolidated view of your assets and liabilities easily and instantly
  - Financial Goal Simulator - using data to help you plan and calculate your savings and investment, so that you are on track to reach your financial and lifestage goals.
- **Renew insurance/takaful online:**
  - View and apply for a range of insurance/takaful products online via the current M2U dashboard, including:
    - Motor, Travel, Personal Accident insurance/takaful
- **Apply for a range of banking products online, such as account opening, credit card, loan/financing and more**
- **EzyQ booking for branch appointment:**
  - Allows you to make a branch appointment online prior to your visit, so you can manage your time effectively and enjoy a safer visit to the branch

**29. Do you have any step-by-step details to use the current Maybank2u website?**

We have prepared a series of tutorial videos to help you get onboard to the current Maybank2u website. Visit our YouTube channel at [www.youtube.com/MaybankVideos](http://www.youtube.com/MaybankVideos)

**30. As a Maybank2u Biz customer, how does this affect me?**

This change will not affect Maybank2u Biz users. You may continue log in and transact as usual.

**31. Who should I contact for help if I can't find certain services on the current Maybank2u, or I need more guidance on how to use them?**

Our Maybank Live Chat agents are available online from 8am – 12am daily to assist you. Simply tap on the live chat icon on the current Maybank2u homepage to start a chat with us.

Alternatively, you can contact Maybank Group Customer Care at 1300 88 66 88 or +60378443696 (overseas) to check your further account information

## **FAQ – Related Questions**

### **Maybank2u Registration FAQ**

#### **1. Who is eligible to register for Maybank2u online?**

You can register for Maybank2u if you are a:

- Maybank Visa Debit Card Holder
- Maybank Master debit Platinum Card Holder
- Maybank Visa Platinum Debit Card Holder
- Maybank Conventional & Islamic Credit Card Holder
- Maybank Individual and Sole Proprietor Accounts Holder
- MAE e-wallet Account Holder
- Maybank Charge Card Holder
- Maybank Prepaid Card Holder
- Maybank Supplementary Credit Card Holder
- Maybank Corporate Card Holder

This does not include Professional & Partnership Account Holder.

#### **2. Do I need to submit any supporting documents when I register for Maybank2u?**

No, you don't need to submit any supporting documents for online registration.

#### **3. What do I need to register for Maybank2u?**

**If you have a Maybank account:** You need to have your ATM/Debit/Credit/Charge/Prepaid Card/MAE Virtual Card/Access number and its 6-digit PIN number. Make sure the mobile number registered for the account is updated to your current number so you can confirm the registration via OTP.

**If you do not have a Maybank account:** You need to open an account in order to register for Maybank2u. You can either do it online by signing up for MAE e-wallet via the Maybank2u MY App, or walk in to a nearby Maybank branch.

#### **4. What is a Card Number / Access Number?**

**Card Number is** a 16-digit number of your ATM/Debit/MAE Virtual Card or Credit Card, or a 15-digit number of your AMEX Credit/Charge Card.

**Access No. is** a 16-digit number given by your home branch in the absence of an ATM/Debit/MAE Virtual Card or Credit Card.

## **5. I don't have a card to register for Maybank2u, what should I key in?**

If you don't have a card, you should key in the Access Number given by your home branch upon your Maybank account registration. Kindly request this from your home branch.

## **6. What is a PIN number?**

A Personal Identification Number (PIN) is a six-digit code that is either assigned to, or selected by cardholders, to prove that they are the rightful owner of the payment card. Your PIN must always be kept a secret and not noted down.

## **7. What is a One-Time Password (OTP)?**

OTP is a 6-digit security PIN which will be sent to your registered mobile number for verification purposes.

## **8. What if I do not have my registered mobile number for OTP?**

You may contact Maybank Group Customer Care at 1300 88 66 88 or +60378443696 (overseas) for OTP mobile number registration. Your OTP mobile number will be updated upon successful TPIN (Maybank Phone Banking) verification. Alternatively, you may walk in to nearest Maybank branch in Malaysia for further assistance.

## **9. My registered mobile phone number on Maybank2u is outdated or invalid. What should I do?**

**For a locally registered mobile phone number** - You may update your phone number via the nearest Maybank ATM or walk in to any Maybank branch. To update your mobile number via Maybank ATM machine:

1. Insert your ATM card & PIN number
2. Select MAYBANK2U/KPB/ATM SMS Alert
3. Update TAC mobile number
4. Update your current mobile number

**For an overseas mobile number** - You may contact Maybank Group Customer Care at 1300 88 66 88 or +60378443696 (overseas) to help update your overseas mobile number. You will need to complete an overseas mobile number registration form. Alternatively, you may walk in to any Maybank branch in Malaysia.

## **10. What are the steps to register for Maybank2u?**

**To register, follow the steps below:**

- Go to [www.maybank2u.com.my](http://www.maybank2u.com.my) > Click on 'Register Now'

- Fill in your Card No and PIN. Your PIN is your 6-digit ATM / Debit / Credit Card's Personal Identification Number (PIN). Then, tick on the Terms & Conditions and click 'Continue'
- Create your Username, Password and Confirm Password. Then, fill in your e-mail, OTP number and click 'Next'
- Choose and complete your Security Image, Phrases and Questions, then click 'Submit'
- Once your account is successfully created, you'll be directed to the Maybank2u landing page. That's it! You can now log in to your Maybank2u.

**11. Is it secure to use my Maybank ATM PIN on Maybank2u?**

Yes, it is safe and secure. Maybank2u is using the current encryption technology to protect the use of your Maybank ATM PIN from any possible fraud or hacking activities.

**12. I entered my PIN wrongly 3 times during online registration, and I am now blocked by the site. What should I do?**

To prevent fraudsters from performing trial-error activities on Maybank2u, the site will block users who have entered their ATM PIN wrongly for 3 times or more. Please call Maybank Group Customer Care at *1300 88 66 88* or *+60378443696 (overseas)* to get your account unblocked.

**13. What is a Username and are there any requirements I need to follow when I create my username?**

Username is a name that is uniquely created solely for accessing your Maybank2u account to prevent unauthorized access to our online financial services. Your Username can be created consisting of letters and numbers, and must be between 6 to 16 characters.

**14. Can I maintain the same Username for my online registration account (if I already have one previously created during my online banking registration)?**

No, you are not allowed to have/use the same Username. You are required to create a current one.

**15. What is a Security Phrase?**

Security Phrase is an additional security layer that verifies the authenticity of your Maybank2u login.

## **16. Are there any requirements I should follow for Security Phrase creation?**

You are required to enter a personal Security Phrase (with a 40-character limit). This phrase will appear on the login screen once you have entered your Username.

## **17. What is a Security Question?**

Security Question is an extra layer of certainty to your authentication process. You may select any 3 out of the 15 security questions, and key in your answers in the box provided during the registration process. In case someone else has access to your Username and Password, they will not know the answers to the challenge questions as the answers provided are only known to you. These questions will be used to verify yourself when you perform selected transactions on Maybank2u.

## **18. What is a Promo Code?**

Promo code is only applicable for Maybank2u registration at a Maybank branch. Usually the branch officer will use their promo code to assist customers during registration.

## **19. I did not receive an OTP during registration. What should I do?**

You may contact Maybank Group Customer Care at *1300 88 66 88* or *+60378443696* (overseas) to check on the OTP delivery status.

## **20. What if I forgot my Maybank2u Username or Password?**

If you've forgotten your **Maybank2u Username**:

1. Click on 'Forgot Login Details' on MAYBANK2U homepage
2. Key in the required fields:
  - a. Access No/Card No. (this is your ATM/Debit Card No. or your Credit Card No.)
  - b. PIN (enter Card PIN or if you using Access No, key in Internet Banking PIN)
3. Click 'Submit' and your username will be displayed.

If you've forgotten your **Maybank2u Password**:

1. Click 'Reset Password'
2. Key in your current password and confirm your current password
3. Then, key in the OTP that you will receive on your mobile phone and click 'Submit'
4. You can now log in to MAYBANK2U with your current password

## **21. How do I change my current password?**

1. Log in to your Maybank2u
2. Go to 'Settings'
3. Select 'Security'
4. Select the 'Change Password' tab
5. Key in your current password for verification
6. Key in your current password and confirm your current password
7. Select 'Save Changes'
8. Request to verify via 'Secure TAC' or 'SMS TAC'
9. Select 'Confirm' to complete the change

## **22. Are there any requirements I need to follow when I create or update my password?**

Your password must:

- Be at least 8 characters long (maximum 12)
- Contain at least 1 upper case letter
- Contain at least 1 lower case letter
- Contain at least 1 number
- Contain at least 1 special character, e.g. ~,!,@,#,\$,%
- NOT contain 2 consecutive characters, e.g. 123, abc
- NOT contain space
- NOT be the same as your Maybank2u User ID and Security Phase
- NOT be the same as your previous 7 passwords

## **23. What do you mean by Special Characters?**

Special characters are non-alphabetic or non-numeric characters, such as @, #, \$, %, & etc.

## **24. Will I get an SMS notification once my Maybank2u account is successfully created?**

Yes. As a safety measure, an SMS will be sent to your registered mobile phone number upon successful creation of your Maybank2u account.

## **25. I could not see my Security Phrase after entering my Username on the subsequent page. What do I do?**

If you do not see your Security Phrase, make sure you have entered the correct Username. If the Security Phrase is still wrong after you have refreshed your browser, please do not log

in. You may contact Maybank Group Customer Care at 1300 88 66 88 or +60378443696 (overseas) for further assistance.

**26. When can I perform Maybank2u registration?**

Maybank2u online registration is available daily at your convenient time, except during our daily maintenance hours (12:00am – 1:00am).

**27. Is it compulsory for me to register my email address?**

It is optional. However, we strongly suggest that you register your email address so that you won't miss out on any alert or important updates from the bank via email.

**28. I don't have a personal email address. Can I register using other's email address (such as my family member's email address)?**

No, we strongly suggest that you create your own email address prior to Maybank2u registration. Otherwise, you could leave the email column blank. You could still update your email address after your Maybank2u registration.

**29. I have not logged into my Maybank2u for more than 6 months, and now I can't seem to login. What should I do?**

Please be reminded that Maybank2u access will be automatically deactivated if you do not log in for more than 6 months. If you wish to reactivate your Maybank2u access, kindly contact Maybank Group Customer Care at 1300 88 66 88 or +60378443696 (overseas) for further assistance. However, if your Maybank2u access was inactive for more than 12 months, you may proceed to re-register via 'REGISTER NOW' option in the Maybank2u webpage.