





No	Question	Answer
A. General Topics		
1	What is Google Wallet and Google Pay?	<p>Google Pay is the safe way to pay and make secure purchases in stores, in apps, and on the web.</p> <p>Google Wallet is the place where you store your credit or debit cards so you can use them with Google Pay, as well as loyalty cards, boarding passes, and other items.</p>
2	Who can provision Maybank Credit/Debit card to Google Wallet?	All Maybank Visa and MasterCard credit and debit card holders with Android devices can add their card to Google Wallet.
3	Which devices can I use with Google Wallet?	<p>Please click this link to see a list of compatible devices.</p> <p>To install Google Wallet to your device, your device must be Android version 7 and above. However, please be noted that verification via Secure2u through MAE app only supports devices with Android version 9 and above.</p> <p>https://www.maybank2u.com.my/iwov-resources/pdf/personal/digital_banking/MAE_tnc.pdf</p> <p>You can also add your card to your Watch OS. Please refer to item C, Question 4.</p>
4	Where can I use my Google Pay?	You can pay with Google Pay at any payment terminal where contactless payments are accepted. It can also be used for online transactions where Google Pay is accepted.
5	Will I be charged a fee for adding my cards to Google Pay?	No, there are no additional charges to add your card to Google Wallet.
6	Will I be charged a fee for paying with Google Pay?	No, there are no fees chargeable for using Google Pay.
7	Currently I have registered my Maybank Cards with Samsung Pay and Apple Pay. Can I register for Google Wallet as well?	Yes, you can register your Maybank Cards into multiple wallets at the same time.
8	I did not receive any notification for Secure2u authentication when I add my card to Google Wallet.	<ol style="list-style-type: none"> 1. Kindly check your phone notification setting and enable notification setting for MAE App 2. In MAE Apps, select Secure2u icon to check if there's any approval alert. 3. Upon 3rd unsuccessful attempt to authenticate Secure2u, please call our customer service line as per prompted on the screen.
B. Google Pay: Security		
1	How secure is a Google Pay transaction?	Google Pay was designed to provide the flexibility and protection on an open platform for all Maybank cardholders.

		<p>When a cardholder makes a purchase using a device token, Google Pay sends a device token rather than your 16-digit card number. This “tokenization” provides an extra layer of security.</p> <p>Please click here for more information.</p>
2	How to turn off Google Wallet temporarily?	Go to your device setting and switch off the NFC settings.
3	My device has been lost or stolen. How can I keep my card safe in Google Wallet?	<p>If your device has been lost or stolen, you can prevent unauthorised payments being made with your card on Google Wallet by blocking your device through:</p> <ul style="list-style-type: none"> Android- Find my device https://www.google.com/android/find/ <p>However, if needed, the alternative solution is to block the card for security purposes. Please call the number at the back of your physical cards or Maybank Group Customer Care to block the card and visit the nearest branch to replace their card.</p>
C. Navigating through the Google Wallet app.		
1	How can I get the Google Wallet application on my device?	You can download Google Wallet app from the Google Play Store.
2	<p>How do I add my card to Google Wallet on my phone?</p> <p><i>(There are two ways to add cards to google wallet either via the Google Wallet app or the Maybank MAE Apps.)</i></p>	<p>A. Within Google Wallet App (View the instruction video here)</p> <ol style="list-style-type: none"> 1. Open the Google Wallet app . 2. Tap “Add to Wallet +” or “ Add a card”. 3. Enter your card details manually. 4. Enter your billing address and tap “save”. 5. Read the Issuer Terms and tap Accept. 6. Choose to verify via Secure2u/OTP or by calling the bank. 7. Google Wallet is ready to be used. <p>B. From Maybank MAE App</p> <ol style="list-style-type: none"> 1. Open the MAE App 2. Go to accounts > cards 3. Select the card you want to add to Google Wallet and tap “Add to GPay”. This will then launch the Google Wallet app in your phone. 4. Follow the direction given by Google Wallet app on screen. 5. User will be notified once the card has been successfully added to Google Pay and by clicking “done”. This will direct the user to the MAE App. <p>Repeat step 3-4 to add additional cards to Google Wallet.</p>

3	I don't have the MAE app or did not register for Secure2u	<p>It is recommended to install MAE app and register for Secure2u before adding the Maybank card into Google Wallet. Please be informed that there is a cool down period of 12 hours for Secure2u activation.</p> <p>If you need to use Google Pay immediately, please contact our Maybank Group Customer Care during the card setup procedure.</p>
4	How do I add my card to my smartwatch with Android OS?	<ol style="list-style-type: none"> 1. Open the Google Wallet app  on your smartwatch. 2. Tap "Get started". 3. Set up screen lock if you haven't already. 4. On your phone, follow the instructions to add a credit or debit card. Tip: This only adds a card to the Google Wallet app on your watch, not your phone. 5. Your card now shows up on your watch.
5	How do I set my default card in Google Wallet?	<p>In Google Wallet Native App</p> <ol style="list-style-type: none"> 1. Open the Google Wallet app . 2. Tap on the card face to be set as the default card. 3. Tap/Select default for contactless. <p>Through MAE App</p> <ol style="list-style-type: none"> 1. Open your MAE App and view your credit card dashboard. Go to "Manage" tab, tap on "Set as default card for Google Pay" 2. Users are required to input password to proceed. 3. Secure2u authorisation will pop up and tap "approve". 4. You will get a notification below that states you have successfully set the card as default card on Google Pay.
6	How do I make a payment with Google Wallet?	<p>No authentication is needed to make payment. Ensure your phone's NFC setting is on and Google Pay is made as the default payment service.</p> <p>For added security, you can turn on the additional NFC function which allows NFC use only when the device screen is unlock. (Subject to device availability)</p> <p>Bring your phone near the card terminal and payment will be made.</p>
7	How will I know if my transaction is successful?	You will receive a push notification of your transaction status on both Google Wallet and MAE app.
8	How do I remove my card from Google Wallet?	<p>In Google Wallet Native App</p> <ol style="list-style-type: none"> 1. Open the Google Wallet app . 2. Select the card that you would like to remove. 3. Click on the ":" icon on the top right corner of the page. 4. Select "Remove payment method" at the bottom of the screen.

		<p>5. Tap "OK" to remove the card from your Google Wallet and/or Google Account.</p> <p>Through MAE App</p> <ol style="list-style-type: none"> 1. Open your MAE app and view your credit card dashboard. 2. Select the card that you would like to remove 3. Tap on "Remove Card from Google Pay" and tap "Remove" on the prompter that pops up. 4. Users are required to input Maybank2u password to get to the Secure2u authorisation screen. 5. Tap on "approve" to proceed. 6. You will get a notification at the bottom of the app that confirms card has been successfully removed from Google Pay. 7. The "Add to Google Pay" button will be available once the card has been removed.
9	Can I see my transactions in Google Wallet?	<p>Yes, when you tap on the selected Maybank Card, you will see the latest 10 transactions for that card made with Google Wallet.</p> <p><i>(Note: You will not see transactions made with your physical Maybank Cards. Google Wallet transactions will appear on your monthly card statement as your other regular physical card payments)</i></p>
D. Maybank Cards in Google Wallet		
1	Do I need to use my card PIN with Google Pay for transactions above RM250?	Yes, for purchases above RM250, you are required to key in your card PIN into the terminal. It is a similar process to using physical card.
2	What is my Google Pay transaction limits?	Google Pay transaction limit will follow your card's limit.
3	Which Maybank Cards are eligible to be added to Google Wallet?	<p>All consumer Maybank Visa and MasterCard are eligible to be added to Google Wallet. American Express cards will be made available at a later date.</p> <p>Corporate Card of Visa/MasterCard & Amex are not allowed to be added into Google wallet.</p>
4	How long will it take for my card to be able to transact using Google Pay after I have enrolled it?	Immediately after card is successfully added.
5	Do I still get reward points or cashback when I use Google Pay?	Yes, any rewards points or cashback applicable to your physical card still applies to purchases made using Google Pay, as per the Maybank Card's terms and condition .
6	Can I add the same Maybank Card on more than one device using Google Pay?	Yes, the same Maybank Card can be added up to 10 devices using Google Pay.

7	When I add my card to Google Wallet, does it include both primary and supplementary card on the account?	No, supplementary cards need to be added separately.
8	Can my supplementary cardholder add their card to Google Wallet?	Yes, your supplementary cardholder can add their card to Google Wallet.
9	I have just received my replacement card. Do I need to update my card details in the Google Wallet?	For lost/stolen/fraud card, you need to re-add your newly issued card in the Google Wallet. For card renewal or replacement due to damages, the renewal is done automatically.
10	For my debit card, do I need to set my purchase limit first?	No, the purchase limit will follow your currently set limit but you have the option to change it via Maybank2u, or Maybank ATM.
11	Can I add my digital grab card and myimpact card to Google Wallet?	Yes, you can add your digital grab card and the new myimpact card to Google Wallet, and the steps are just like any other cards. Please refer to Section C, Question 2.
12	If my physical card is cancelled, do I need to remove my cancelled card details in Google Wallet?	Once your physical card is cancelled, you will have to remove your card details immediately from Google Wallet.
13	I have an issue adding my Maybank Card to Google Wallet. How do I go about it?	Google Wallet requires an active internet connection / mobile data connection when adding a card. Verify that you are connected to the internet via a Wi-Fi network or your mobile data connection. For any Maybank Card related issues, please contact our toll-free number at the back of your card for further clarification.

E. Using Google Wallet

1	Does Google Pay works like PayWave?	Yes. You just need to tap and pay at merchants with cards terminals who accept contactless payment. No authentication is needed.
2	Can I use Google Pay to transfer funds or perform cash withdraw at ATM?	No, Google Pay can only be used to make contactless payments with your Maybank Cards.
3	Can I use Google Pay as a backup if I lose my physical card?	Yes, you can use Google Pay as a backup to make transactions as long as your physical card is active. If you have placed a temporary block on your physical card, it will also temporarily block your card in Google Wallet and you will not be able to transact.
4	What browser supports Google Pay payment for e-commerce?	Below is a list of browsers that support Google Pay payment for e-commerce: 1. Mozilla Firefox 2. Google Chrome 3. Apple Safari

		<p>4. Microsoft Edge</p> <p>5. Opera</p> <p>6. UC Web UC Browser</p> <p>However, it is important to note that only certain merchants offer Google Pay as a payment method.</p>
5	Can I use Google Pay while I am overseas in the same way I do in Malaysia?	<p>Maybank Cards on Google Pay will work in all countries where contactless payments are accepted.</p> <p>For debit cards, please enable the overseas debit setting in M2U or ATM.</p> <p>https://www.maybank2u.com.my/maybank2u/malaysia/en/personal/announcements/2023/january/debit-card-oversea-activation.page</p>
6	How do I use Google Pay on my Samsung device?	<p>Ensure Google Pay has been selected as the default payment service. Following the steps below:</p> <ol style="list-style-type: none"> 1. Open your device settings 2. Select "Connections", "NFC and Contactless Payments" and "Contactless Payments" 3. Tap "Google Pay"
7	<p>Can I use Google Wallet on my Huawei device?</p> <p>If yes, how do I install Google Wallet in to my Huawei device?</p>	<p>Please check your Huawei device model compatibility listed in the website here.</p> <p>If it is not listed, your device is not eligible to install Google Wallet.</p> <p>If it is listed, please refer here on the steps to install Google Wallet into your device.</p>
8	I have just bought a new Android phone, can I just login to my Google Wallet and use the existing cards that is saved on my Google Wallet?	<p>After you login to the same Google account, you will be prompted to do verification through Secure2u.</p>

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