

## **Maybank2u Registration FAQ**

### **1. Where can I access the Maybank2u website?**

You can visit this link: [www.maybank2u.com.my](http://www.maybank2u.com.my)

### **2. 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.

### **3. 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.

### **4. 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.

### **5. 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.

## **6. 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.

## **7. 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.

## **8. 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.

## **9. 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.

## **10. 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 M2U/KPB/ATM SMS Alert
3. Update TAC mobile number
4. Update your new 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.

## **11. 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.

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

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

**13. 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.

**14. 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.

**15. 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 new one.

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

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

### **17. 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.

### **18. 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.

### **19. 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.

### **20. 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.

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

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

1. Click on 'Forgot Login Details' on M2U 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 new password and confirm your new 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 M2U with your new password

## **22. 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 new password and confirm your new password
7. Select 'Save Changes'
8. Request to verify via 'Secure TAC' or 'SMS TAC'
9. Select 'Confirm' to complete the change

## **23. 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

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

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

## **25. 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.

## **26. 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.

**27. 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).

**28. 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.

**29. 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.

**30. 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.