

## Frequently Asked Questions (FAQ): MAE App PIN Reset Step-By-Step Guide

Q1	What is a MAE app PIN?	<p>The MAE app PIN is the 6-digit PIN you created when setting up your MAE app. It is an alternative to biometric authentication (Face ID/Facial Recognition or Fingerprint) for the following:</p> <ul style="list-style-type: none"> <li>● Viewing your account balance and other account information</li> <li>● Approving transactions via Secure2u</li> <li>● Resetting your M2U password via the MAE app</li> </ul>
Q2	How do I reset my MAE app PIN?	<ol style="list-style-type: none"> <li>1. Go to 'Settings' on the MAE app.</li> <li>2. Tap 'Security'.</li> <li>3. Enter your M2U login password.</li> <li>4. Select 'Change App PIN'.</li> <li>5. Tap 'Forgot PIN'</li> <li>6. Select your verification method: <ul style="list-style-type: none"> <li>○ 'Verify using MyKad/Passport' – Scan your ID (MyKad/Passport) and take a self-portrait photo within the app to complete the security verification.</li> <li>○ 'Verify using temporary M2U PIN' – Visit any Maybank ATM to create a temporary M2U PIN, then enter it in the MAE app within 48 hours to proceed with the security verification.</li> </ul> </li> <li>7. Create a new MAE app PIN, approve it via Secure2u and you're done.</li> </ol>
Q3	What should I do if I am unable to verify my identity using MyKad/Passport when I try to reset my MAE app PIN?	<p>For your account's security, if you have failed multiple times to verify your identity, you can either:</p> <ul style="list-style-type: none"> <li>● Wait for 24 hours before trying again, or</li> <li>● Select 'Verify using temporary M2U PIN' as your verification method instead and visit any Maybank ATM to create a temporary M2U PIN.</li> </ul>

Q4	<p>What is a temporary M2U PIN? How can I set a temporary M2U PIN?</p>	<p>A temporary M2U PIN is a 6-digit PIN that you can use to reset your MAE app PIN. You can set your temporary M2U PIN by following the steps below:</p> <p>Head to your nearest Maybank ATM, insert your debit or credit card that was used to register your Maybank2u account for the first time, and enter your 6-digit card PIN.</p> <p>Please note that your temporary M2U PIN is only valid for 48 hours.</p>
Q5	<p>There are several options for account verification when setting a temporary M2U PIN. Which one should I choose?</p>	<p>For security purposes, you must use the exact same method that was used to register your Maybank2u account for the first time. Please select the same debit card, credit card, MAE wallet number or access number that was used when you first registered for Maybank2u.</p> <p>If you do not have a card or if you forgot which method you used, visit your nearest Maybank branch to obtain an Access Number and set a temporary M2U PIN.</p>
Q6	<p>How do I set a temporary M2U PIN at a Maybank ATM?</p>	<ol style="list-style-type: none"> <li>1. Visit the nearest Maybank ATM.</li> <li>2. Insert your card and enter your 6-digit ATM PIN.</li> <li>3. Choose 'Maybank2u/Phone Banking/ATM SMS Alerts'.</li> <li>4. Choose 'Set Temporary M2U PIN'.</li> <li>5. Set a 6-digit temporary M2U PIN.</li> <li>6. Go to the MAE app to reset your MAE app PIN using the temporary M2U PIN.</li> </ol> <p>Important note: Kindly use the temporary M2U PIN within 48 hours.</p>

Q7	What are the scenarios where I am required to select the 'Verify using temporary M2U PIN' option to reset my MAE app PIN?	<p>You may be required to select the 'Verify using a temporary M2U PIN' option in the following scenarios:</p> <ul style="list-style-type: none"> <li>• If you have not registered for Secure2u</li> <li>• If you are undergoing cooling-off period for Secure2u</li> <li>• You have previously failed to verify using MyKad/Passport three (3) times while attempting to reset your MAE app PIN</li> </ul>
Q8	I've already used my temporary M2U PIN, can I use it again?	No, the temporary M2U PIN is valid for a single use only. If you need another temporary M2U PIN, you can set one by visiting your nearest Maybank ATM or Maybank branch.
Q9	Can I set more than one temporary M2U PIN at the same time?	No, you can only have one (1) valid temporary M2U PIN at a time. When you set a new PIN, the previous PIN will automatically become invalid.
Q10	I'm unable to verify using MyKad/Passport and the 'Verify using temporary M2U PIN' option is now unavailable after several failed attempts. What should I do?	<p>For security reasons, each verification method will be temporarily disabled after three unsuccessful attempts. You may try again after 24 hours, once the verification option becomes available.</p> <p>If you require immediate assistance, please visit your nearest Maybank branch</p>
Q11	I'm unable to transact because I cannot verify my identity and I've forgotten my MAE app PIN. What should I do?	<p>If you are unable to complete your identity verification and do not remember your MAE app PIN, you may enable biometric authentication to proceed with your transactions.</p> <p>How to enable biometric authentication on the MAE app:</p> <p>Go to 'Settings' &gt; 'Security' &gt; Enter your M2U password &gt; Turn on 'App Biometric Login'</p> <p>Please ensure that biometric authentication (Face ID/Facial Recognition or Fingerprint) is already enabled on your device before enabling this feature in the MAE app.</p>