

MALAYSIA – SINGAPORE REGIONAL VIEW (RV).
FREQUENTLY ASKED QUESTIONS (FAQ)

No	Question	Answers
1	Who can sign up for Regional View service?	Maybank Malaysia customer who has Maybank Singapore internet banking access.
2	What are the benefits gained from signing-up to Regional View service?	<p>One-time linking to enjoy these conveniences:</p> <ul style="list-style-type: none"> • View and access your regional holdings (accounts, cards, term deposits, loans, and wealth), eStatements and transaction history via Maybank2u web and the MAE app with ease through a single dashboard. • Instant fund transfers to your own linked Singapore account(s) with no agent fees. • No service charge.
3	How do I perform one-time linking on M2U web/MAE app?	<p>One-time linking via Malaysia Maybank2u web</p> <ol style="list-style-type: none"> 1. Log in to Malaysia Maybank2u web to link. 2. Under Settings, go to Accounts tab. 3. Select 'Overseas Account' tab. 4. Under Singapore account, click on 'Link Account' button. (<i>You will be redirected to Singapore Maybank2u web for authorisation and consent on account linking.</i>) 5. Log in to Singapore Maybank2u web and authorise the account linking via Secure2u. (<i>You will be redirected back to Malaysia Maybank2u web after account linking is successful.</i>) <p>One-time linking via Malaysia MAE app</p> <ol style="list-style-type: none"> 1. Log in to the Malaysia MAE app Malaysia to link. 2. Under Settings, click on Maybank2u Accounts (Local and Overseas) tab. 3. Select 'Overseas Account' tab. 4. Under Singapore account, click on 'Link Account' button. (<i>You will be redirected to Singapore Maybank2u web for authorisation and consent on account linking.</i>) 5. Log in to Singapore Maybank2u web and authorise the account linking via Secure2u. (<i>You will be redirected back to Malaysia MAE app after account linking is successful.</i>)
4	How do I view my SG account balances?	<p>You may view your SG account balances in respective product tabs.</p> <p>After successful linking (of the same M2U session), you are not required to perform SG authentication to view your SG account balances. SG authentication will be invoked on your subsequent login to M2U.</p>
5	How many MY M2U ID(s) I can link to my SG M2U ID	You can only link one MY M2U ID to an SG M2U ID at a time.
6	Can I unlink my SG account once the account has been linked?	Yes
7	How do I unlink my SG M2U ID	<p>For M2U website</p> <p>at accounts tab> go to overseas account> & click 3 dots and select "Unlink Overseas account" or Go to setting > accounts > overseas account > and click 3 dots and select "Unlink"</p> <p>For MAE, click on Settings tab> go to Maybank2U account (local and overseas account)> & select "Unlink" account at Singapore account.</p>
8	Can I download my SG Statement via the linked SG accounts?	<p>Yes.</p> <p>Via Regional View, you may access your SG statement via M2U web.</p> <p>Login to M2U> Go to SG accounts/Cards> click 3 dots on the right> select view estatement</p>

9	What's Regional View service operating hour	6.00 AM to 12.00 AM *Subject to scheduled and unscheduled maintenance / downtime session
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