

Step 1:

Call the Customer Care Hotline:

1-300 88 6688 (Malaysia)

+603-7844 3696 (Overseas)

Step 2:

Select the preferred language:

Press 1 for 'English'

Press 2 for 'Bahasa Malaysia'

Press 3 for 'Mandarin'

Step 3:

Select the services from the menu:

Press *1 for 'Reset Password / Repayment Assistance'

Press 1 for 'Credit Card'

Press 1 for 'Card Activation & Set Pin'

Press 2 for 'Credit Card Balance'**(Redemption)

Press 3 for 'Overseas Travel Update'

Press 4 for 'Update Mobile Number'

Press 5 for 'Statement Request'

Press 6 for 'Waiver'

Press 0 for 'Speak to CSE'

Press * for 'Repeat'

Press # for Return to Main Menu

Press 2 for 'Lost and Stolen Card'

Press 3 for 'American Express Charge Card'

Press 1 for 'Card Activation & Set Pin'

Press 2 for 'American Express Charge Card Balance'**(Redemption)

Press 3 for 'Overseas Travel Update'

Press 4 for 'Update Mobile Number'

Press 5 for 'Statement Request'

Press 6 for 'Waiver'

Press 0 for 'Speak to CSE'

Press * for 'Repeat'

Press # for 'Return to Main Menu'

Press 4 for 'Maybank2u / Maybank2u APPS / Maybank2u BIZ / QRPAY / Banking'

- Press 1 for 'Transaction History'
- Press 2 for 'Account Balance'
- Press 3 for 'Statement Request'
- Press 4 for 'Bill Payment'
- Press 5 for 'Fund Transfer'
- Press 6 for 'QR Pay'
- Press 7 for 'Update MSOS'
- Press 8 for 'Change T-Pin'
- Press 0 for 'Speak to CSE'
- Press * for 'Repeat'
- Press # for 'Return to Main Menu'

Press 5 for 'ATM / Cash Deposit / Cheque Deposit'

- Press 1 for 'Debit Card Activation'
- Press 2 for 'Tabung Haji'
- Press 3 for 'Change Transfer Limit'
- Press 4 for 'Cash Deposit'
- Press 5 for 'Cheque Related Services'
- Press 0 for 'Speak to CSE'
- Press * for 'Repeat'
- Press # for 'Return to Main Menu'

Press 6 for 'Insurance & Unit Trust'

- Press 1 for 'Life Insurance'
- Press 2 for 'General Insurance'
- Press 3 for 'Unit Trust'
- Press 0 for 'Speak to CSE'
- Press * for 'Repeat'
- Press # for 'Return to Main Menu'

Press 7 for 'Application Status, Loans & Rates'

- Press 1 for 'Application Status'
- Press 2 for 'Loans'
- Press 3 for 'Rates'
- Press 0 for 'Speak to CSE'
- Press * for 'Repeat'
- Press # for 'Return to Main Menu'