

New Maybank Phone Banking Enhancement

Frequently Asked Questions (FAQ)

1. How do I register for Maybank Phone Banking?

You may register for Maybank Phone Banking at any Maybank ATM or visit any nearest Maybank branches. Alternatively, you may register via our Customer Service Executives at 1-300-88-66-88 or 603-78443696 if you are in overseas.

2. What is a TPIN (Telephone Pin)?

T-PIN is a 6-digit security-pin created when you 1st applied for Maybank Phone Banking. You are required to memorize your TPIN and the number must be different from your card 6-digit pin. For security reasons do not write them down, do not tell anyone of your T-Pin.

3. What is an access number?

Access number is only given to customers who doesn't have an ATM, Debit Card and Credit Card but wish to apply for a Maybank Phone Banking access. You may proceed to the nearest Maybank branch to apply for an access number.

4. What is a One Time Password (OTP)?

OTP is a 6-digit security pin required for the following transactions:

- **Card Activation & Set Pin**
- **Account Balance**
- **Statement Request (Only for Credit Card & American Express Charge Card)**

5. I have a banking account but do not have an ATM or Debit Card. Can I still register for Maybank Phone Banking?

Absolutely. You may visit any of our Maybank branches to register for Maybank Phone Banking access. Upon registration, you will be given an access number and TPIN to login to Maybank Phone Banking.

6. Can I change my TPIN?

You may change your TPIN through the IVR via Main Menu 4: Maybank2U / Maybank2U APPS / Maybank2U BIZ / QRPAY / Banking. Alternatively, you may also change your TPIN at any Maybank ATM.

7. How do I access Maybank Phone Banking from outside Malaysia?

You may access Maybank Phone Banking from overseas by simply dialling 603-7844 3696 and you'll be on your way.

8. What fees will I be charged for Maybank Phone Banking?

All Maybank Phone Banking enquiries are free. However, if you opt for Bill Payment facility, there will be a fee of RM12 charged annually for unlimited bill payment.

9. When will the Maybank Phone Banking annual fees be charged?

An annual fee will be charged based on the first transaction date the customer performed a bill payment via Maybank Phone Banking.

10. Will there be any charges for SMS sent by Maybank Phone Banking?

No, the SMS notification sent by us is free of charge. However, if you are in overseas, kindly refer to your Telco provider on roaming charges.

11. With the current changes of Maybank Phone Banking, can I still speak to Customer Service Executives (CSE)?

Yes, but the option to speak to CSE is placed under each of the product's main menu.

12. If I call from overseas, can I immediately speak to a Customer Service Executive (CSE)?

Yes, but not immediately as the option to speak to CSE is placed under each of the product's main menu.

13. I already have a Maybank Phone Banking, do I need to register again?

No. You may use your current TPIN for Maybank Phone Banking.

14. I only have a credit card and no banking account, how do I register for Maybank Phone Banking?

You may register for Maybank Phone Banking at any Maybank ATM or visit any nearest Maybank branches. Alternatively, you may register via our Customer Service Executives at 1-300-88-66-88 or 603-78443696 if you are in overseas. However, please be advised that you can only check on the credit card that you have registered for the Maybank Phone Banking.

15. If I only have a credit card and no banking account, how do I request to link my Maybank Phone Banking access for all my cards?

You may visit any nearest Maybank branch to apply for a Banking Account with an ATM or Debit Card in order to apply for Maybank Phone Banking. Once you have obtained an ATM or Debit card, the access for Maybank Phone Banking will be linked for all your cards.