1. What is Push Notification?
A Push Notification is a new and secure way of delivering transaction alerts. Push Notifications are sent via the internet and will pop up on your mobile device via the Maybank App.

2. What is the difference between SMS & Push Notification?
The difference between SMS & Push Notification is as per below:
- SMS – The most common type of instant messaging received via a phone's message, however, charges depends on the mobile service provider.
- Push Notification – An instant and convenient type of internet-based messaging that pushes notifications to a mobile device, normally via an app.

3. What is a transaction alert?
The transaction alert is a service to keep you updated when there is a transaction performed on your Maybank Cards. This added service serves to safeguard our Cardmembers' interest from any fraudulent or unauthorised transaction.

4. When will I receive the transaction alerts?
For any transactions made online, via mail or telephone order and first-time use of new cards, an alert will be sent regardless of the amount. For purchase transactions at POS (Point of Sale), alerts will only be sent when the transaction amount exceeds the set threshold (minimum RM1). The alerts will only be sent to the Principal Cardmember.

5. Where and how to set the threshold amount for alert?
You can set the threshold amount for alerts by calling the number provided at the back of your card or email to mbbcardservices@maybank.com.my.

6. How do I receive the transaction alerts?
For Maybank App users, you will automatically receive alerts via Push Notification when transactions have been performed on your Maybank Credit, Charge and Prepaid Cards transactions. For non-Maybank App users, you will continue to receive the alerts via SMS.

7. How do I set up the Maybank App on my phone?
The Maybank App can be downloaded from Google Play Store and Apple Store. Upon download of the app, the customer is required to do a simple one-time setup as follows:

a. For existing Maybank2u customers (i.e. with a Maybank2u username and password)
  i. Select 'Maybank2u – Transactions and Account Enquiries'
  ii. Proceed to enter your username
  iii. Confirm your security image and phrase and tap YES
  iv. Proceed to enter your password
  v. Upon successful validation, you will gain access to the Maybank App

b. For new Maybank2u customers
  i. Select 'Register Now'
  ii. Then select either to Register for Maybank2u
  iii. Customers will be redirected to the Maybank website for online registration of Maybank2u

8. I am a Maybank App user and prefer to receive the transaction alerts via SMS instead of Push Notification, can I switch my alert mode?
No. The alerts will only be sent via Push Notification to all Maybank App users effective 5th February 2020.

9. Can I receive the transaction alerts via Push Notification when I am overseas?
Yes. You can receive the alerts via Push Notification while you are abroad as long as your phone is connected to the internet.

10. What should I do if I'm not receiving the push notification?
To receive the Push Notification on the Maybank App, please ensure to turn on notification at your device and Maybank App by following the steps below:

a. Turn On Push Notification at Device / Phone Setting.

For Iphone:
i.   Go to your iPhone Setting
ii.   Search for Maybank MY App
iii.   Select "Notification"
iv.   Choose to "Allow Notification"

For Android phone:

i.   Go to Android Phone Setting
ii.   Click on Application
iii.   Search for Maybank MY App
iv.   Select "Notifications"
v.   Choose to "Enable" or switch "ON" app notifications

b. Turn On Notification for Promo at Maybank MY App

i.   Login to Maybank MY App
ii.   Click Menu on Top Left of the Maybank MY App
iii.   Select "ME"
iv.   Swipe right to turn ON

11. What if I have changed my mobile phone?
You can re-register for Maybank App on a new device at any time. During the new registration, you will be prompted to deactivate the service from the old device. Alternatively, you may go to your current device Settings by clicking "Me" within the Maybank App for deactivation.

12. What are the details that will be shown in the Push Notification for the transaction alerts?
The details are amount, location of transaction, date of transaction, time of transaction and Bank's contact number. Transactions made in foreign currency will be indicated in that particular currency.

13. What should I do if I receive a Push Notification for a transaction that I do not recognise or have not performed?
Please call the phone number provided at the back of your Maybank Card for assistance.