

## Frequently Asked Questions

### Maybank Platinum Visa eStatements

#### 1. How do I receive my monthly statements?

A monthly email notification will be sent to your email address which you have provided upon application, providing you with instructions on how to access your eStatements via our Internet Banking. No paper statements will be sent.

#### 2. Will I receive any notification through email to inform me to view my statements online on a monthly basis?

Yes, you will receive an email notification sent to the email addresses indicated on your application form 1 day after the statement date. In addition, you will receive a gentle reminder email 10 days before the due date regarding your payment.

#### 3. Do I have the option of receiving the notification regarding payment via SMS as well?

Yes, you may choose to receive payment reminder via SMS as well. To receive SMS notification, simply follow the steps below to sign up online:

- Log into Maybank2u.com.sg (Online Banking) with your Username, Password and 2FA One-Time Password (OTP).
- After login, go to "Customer Service" on the menu bar to the left-hand side of the screen and click on SMART Alerts setup.
- Choose your preferred SMART Alerts and proceed to register your mobile phone number.
- Confirm your selection with the input of the 2FA OTP as prompted.

#### 4. Can I choose to receive printed statements?

Platinum Visa statements are only available online, so you can monitor your card account and access your monthly card statements anytime, anywhere. No paper statements will be sent as you can view and print your statements online.

#### 5. How do I make payment for my Maybank Credit Card bill?

For your convenience, we have provided various payment methods for your Maybank Credit Card. Please refer to <http://info.maybank2u.com.sg/personal/cards/services/> for more details.

#### 6. How long are my monthly eStatements made available online?

Your monthly eStatements are made available online for a period of 12 months.

#### 7. I have not applied for Internet Banking access with Maybank. Will I still be able to access my eStatements?

We will issue all Maybank Platinum Visa Cardmembers with Internet Banking facility for easy online access to your Platinum Visa Account.

## **8. How do I go about retrieving my eStatements via Internet Banking?**

Please follow the steps below to retrieve your eStatements:

Step 1 : Go to [Maybank2u.com.sg](http://Maybank2u.com.sg)

Step 2 : If this is the first time that you are accessing our [Maybank2u.com.sg](http://Maybank2u.com.sg) (Online Banking), select "First Time Login" to create your own Username and Password using your 16-digit Credit Card number and PIN which we have sent to you earlier. Otherwise, select "Log-in" and key in your Username and Password.

Step 3 : Key in your 8-digit One-Time Password (OTP). If you are unsure of how to obtain this, please visit <http://info.maybank2u.com.sg/eservices/personal/2fa.aspx> for more instructions.

Step 4 : Click "Account Summary"

Step 5 : Click "Card Type"

Step 6 : Scroll down and click "View eStatement"

Please note that you need to have Adobe Acrobat Reader Version 4.0 or higher (download available for free at [Adobe.com](http://Adobe.com)) installed in your PC to view your eStatements.

Last Updated: November 2011