



Please forward the completed form to:  
**Maybank, CAPS - MT**  
 2 Battery Road, Maybank Tower #14-01, Singapore 049907  
 Or any of our 22 Branches

### eSERVICES FORM (For Individuals Only)

Please allow 5 business days from the date we receive the form, for your request to be processed. Should you have any enquiry, please contact our Customer Relationship Executives on **1800-MAYBANK(1800-6292265)** or **(65) 6533 5229** (Overseas).

<b>Personal Particulars</b>	
Full Name as in NRIC/Passport : _____	NRIC/ Passport Number : _____

#### Maybank2u.com.sg (Online / Mobile Banking)

**New User**

I am a **New user**, I would like to apply for Online / Mobile Banking\* and my choice of 2FA mode is  
 Security Token OR  Mobile Phone to receive Authorisation Code SMS / 2FA + \_\_\_\_\_ (H/P\*\*)

**Existing User**

I am **locked out**, please :  
 Issue a new Access ID and PIN  Enable my Security Token  Enable my Mobile Phone to receive Authorisation Code / SMS 2FA

I wish to **update my Mobile Phone Number** to receive Authorisation Code / SMS 2FA as + \_\_\_\_\_ (H/P\*\*)

I wish to **replace my Security Token** for the following reason <sup>1</sup>  
 Damaged  Did not receive  Battery wear-out  Lost <sup>2</sup>  Faulty<sup>3</sup>  
<sup>1</sup>Please tick one box only. <sup>2</sup>A replacement fee of S\$10 is applicable. <sup>3</sup>Please approach our Branches for replacement of faulty tokens.

**Payment**

Debit A/C Number \_\_\_\_\_  Cheque Number \_\_\_\_\_ [Payable to "Maybank (Security Token)"]

I wish to **change the mode of my 2FA** to  
 Security Token  Mobile Phone to receive Authorisation Code / SMS 2FA as + \_\_\_\_\_ (H/P\*\*)

I wish to **Cancel** my Online / Mobile Banking

\*I understand that the application for Maybank2u.com.sg (Online Banking / Mobile Banking) is applicable to all accounts with "Single" or "Joint" (any one to sign) mandate, now or hereafter maintained by me.  
 \*\*Your mobile number will be updated to receive notifications on all banking services including SMS-OTP/Authorisation Code, SMS Alert/OTP for Card transactions and other SMS eServices. Receiving of Authorisation Code and 2FA SMS on an overseas mobile number is dependent on the mobile operator's network availability.

#### ATM Services

**I wish to:**

activate the overseas cash withdrawal function on my ATM/Debit ATM/Credit Card Number \_\_\_\_\_ for overseas ATM withdrawals from all my savings/current accounts with the Bank.

deactivate the overseas cash withdrawal function on my ATM/Debit ATM/Credit Card Number \_\_\_\_\_ for overseas ATM withdrawals from all my savings/current accounts with the Bank.

update my Mobile Phone Number to receive SMS Alerts + \_\_\_\_\_ (H/P\*\*)

\*\*Your mobile number will be updated to receive notifications on all banking services including SMS-OTP/Authorisation Code, SMS Alert/OTP for Card transactions and other SMS eServices.

#### Maybank PhoneBanking (Dial-Link)

I am a **New user**, I would like to apply for PhoneBanking (Dial-Link) Application\*

I am **locked out** and would like to request for a new Access ID and PIN.

I wish to **Cancel** my PhoneBanking (Dial-Link)

\*I understand that the application for PhoneBanking (Dial-Link) is applicable to all accounts with "Single" or "Joint" (any one to sign) mandate, now or hereafter maintained by me.

#### AGREEMENT

I hereby declare that the above information provided by me is correct. I agree to make the above applications and to give the above instructions to the Bank. I agree to abide by the prevailing Terms and Conditions governing Maybank ATM Card, Maybank Debit ATM Card, Maybank Credit Card, Maybank Internet Banking, PhoneBanking (Dial-Link), Electronic Services and the applicable accounts and services linked thereto. Copies of the applicable Terms and Conditions are available at all Maybank Branches. I hereby authorise Maybank to release and disclose the above information and information relating to my account(s) and facilities with Maybank, to such person(s) as Maybank in its discretion deems necessary for the purpose of these Services.

Signature of Applicant / Date \_\_\_\_\_

#### FOR BANK'S USE ONLY

CIF Number : \_\_\_\_\_ Approval by: \_\_\_\_\_

Activate by: \_\_\_\_\_ Remarks: \_\_\_\_\_ Token S/N : \_\_\_\_\_