

### 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(1800-629 2265) or +65 6533 5229 (Overseas).

#### PART 1: FOR APPLICANT'S COMPLETION (Please fill in all fields. Incomplete forms may not be processed)

##### Personal Particulars (mandatory)

Full Name as in NRIC/Passport: <input type="text"/> <input type="text"/>	NRIC: <input type="text"/> <input type="text"/>
	Passport No.: <input type="text"/>

Tick what is applicable:

##### (A) Application for New Services (Please select your request and fill in the fields accordingly)

I wish to apply for:

Maybank Online Banking (Maybank2u.com.sg) Mobile Banking. My choice of 2-Factor Authentication (2FA) is:

<input type="checkbox"/> Security Token Only	Country Code	Mobile Number
<input type="checkbox"/> SMS (Mobile number <sup>1</sup> ): + _____ and Security Token <sup>2</sup>		
<input type="checkbox"/> Maybank PhoneBanking (Dial-Link)		

I understand that the application for Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking and/or PhoneBanking (Dial-Link) is applicable to all accounts with "Single" or "Joint" (any one to sign) mandate, now or hereafter maintained by me.

##### (B) Termination of Services (Please select your request and fill in the fields accordingly)

I wish to cancel the following services:

Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking  Maybank PhoneBanking (Dial-Link)

##### (C) Other Service Requests (Please select your request and fill in the fields accordingly)

(1) I am locked out from:

Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking. Please:  
 Issue a new PIN  Enable my Security Token  Enable my Mobile Number to receive SMS 2FA  
 Maybank PhoneBanking (Dial-Link). I would like to request for a new PIN.

(2) I wish to request for a new Security Token for the following reason: (Please tick one only)

Damaged  Did not receive  Battery are worn out  Faulty

(3) Lost (A replacement fee of \$20 is applicable) and payment is:

Debit my account :   Cheque No:  payable to "Maybank(SecurityToken)"

(4) I wish to use the following modes of 2-Factor Authentication (2FA) for Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking):

Security Token Only  
 SMS (Mobile number<sup>1</sup>): + \_\_\_\_\_ and Security Token <sup>2</sup>

(5) I wish to update my mobile number<sup>1</sup> + \_\_\_\_\_

(6) I wish to change my preference for overseas ATM cash withdrawal as follows:

Activate  Deactivate  Temporary Activation from: (DD/MM/YYYY)  to

(7) I wish to:

Opt in to ATM Cash Withdrawal Notification  Opt out of ATM Cash Withdrawal Notification

(8) Set the daily threshold notification amount to (cumulative amount in SGD or equivalent):

\$10  \$100  \$500  \$1000

(9) Please apply changes to the following cards (linked to a Current/ Savings Account):

ATM/ Debit/ Credit Card Number (linked to a Current / Savings Account): 1:   
 2:   
 All cards

<sup>1</sup> The mobile number provided will be used for all your banking services, and the updating of all your existing records. Only Singapore registered mobile number will receive SMS messages, alerts and notifications on all banking services.  
<sup>2</sup> For transactions that require Transaction-Signing, you will need to use the Security Token.

#### Part (2) AGREEMENT

I hereby declare that the above information provided by me is correct. I agree to make the above application(s) and to give the above instructions to Maybank. I agree to abide by the prevailing terms and conditions governing the service(s) applied for herein. Copies of the applicable terms and conditions are available online at maybank.sg/ibtnc and all Maybank branches. I understand that the application(s) herein are subject to Maybank's approval. I hereby authorise Maybank to release and disclose the information set out above and information relating to my account(s) and facilities with Maybank to such person(s) for the purpose of processing the application(s) herein.

Signature of Applicant / Date

#### PART 3: FOR BANK'S USE

Clf Number: <input type="text"/>	Approved by: <input type="text"/>	Activated By: <input type="text"/>	Remarks
TOKEN Number <input type="text"/>	Staff Name/PF Number Signature/Date	Staff Name/PF Number Signature/Date	

Please glue and seal here. Do not staple.

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## What to do next?

*Mail this form back to us or visit any Maybank Bank branch  
with your completed form*

**Allow 5 working days for processing**  
*(For enquiries, please contact 1800 629 2265)*

Submission Checklist. Have you:

- Filled in all fields?
- Signed against any alterations?
- Signed Part 2?

**BUSINESS REPLY SERVICE  
PERMIT NO. 00452**



**MAYBANK**  
Payments & Services Centre 2 (KOVAN)  
ROBINSON ROAD P.O. BOX 788  
SINGAPORE 901538

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addressee.  
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