

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)**.

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

Application for New Services
I wish to apply for: <input type="checkbox"/> Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking. My choice of 2-Factor Authorisation (2FA) is: <input type="checkbox"/> Security Token Only <input type="checkbox"/> SMS (Mobile phone number ¹ : + _____ - _____) and Security Token ² <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.

Termination of Services
I wish to cancel the following services: <input type="checkbox"/> Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking <input type="checkbox"/> Maybank PhoneBanking (Dial-Link)

Other Service Requests
I am locked out from: <input type="checkbox"/> Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking. Please: <input type="checkbox"/> Issue a new PIN <input type="checkbox"/> Enable my Security Token <input type="checkbox"/> Enable my Mobile Phone to receive SMS 2FA <input type="checkbox"/> Maybank PhoneBanking (Dial-Link). I would like to request for a new PIN. I wish to request for a new Security Token for the following reason (Please tick one only) <input type="checkbox"/> Damaged <input type="checkbox"/> Did not receive <input type="checkbox"/> Battery wear-out <input type="checkbox"/> Faulty <input type="checkbox"/> Lost (A replacement fee of \$20 is applicable.) <u>Payment</u> <input type="checkbox"/> Debit A/C No: _____ <input type="checkbox"/> Cheque No: _____ [payable to "Maybank (Security Token)"]

Other Service Requests
I wish to use the following modes of 2-Factor Authentication (2FA) for Maybank Online Banking (Maybank2u.com.sg) / Mobile Banking): <input type="checkbox"/> Security Token Only <input type="checkbox"/> SMS (Mobile phone number ¹ : + _____ - _____) and Security Token ²

Other Service Requests
I wish to update my mobile phone number ¹ : + _____ - _____ I wish to change my preference for overseas ATM cash withdrawal as follows: <input type="checkbox"/> Activate <input type="checkbox"/> Deactivate <input type="checkbox"/> Temporary Activation from _____ (DDMMYY) to _____ (DDMMYY) I wish to : <input type="checkbox"/> Opt in to ATM Cash Withdrawal Notification <input type="checkbox"/> Opt out of ATM Cash Withdrawal Notification Set the daily threshold notification amount to (cumulative amount in SGD or equivalent) <input type="checkbox"/> \$10 <input type="checkbox"/> \$100 <input type="checkbox"/> \$500 <input type="checkbox"/> \$1,000 Please apply changes to the following cards (linked to a Current/ Savings Account): <input type="checkbox"/> ATM/ Debit/ Credit Card Number (linked to a Current / Savings Account) 1 : _____ 2 : _____ <input type="checkbox"/> All Cards

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

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 _____

FOR BANK'S USE ONLY
CIF Number : _____ Approval by: _____ Activate by: _____ Remarks: _____ Token S/N : _____