



# Maybank

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).

### NEW APPLICATION - APPLICATION FOR eSERVICES

Full Name as in NRIC/Passport: (Mr/Ms/Mdm/Mrs/Dr) \_\_\_\_\_  
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 (Please tick one box only)

- Damaged
- Did not receive
- Battery wear-out
- LOST (A replacement fee of S\$10 is applicable)
- Faulty (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.

\*\*The hand phone number is applicable for receiving Authorisation Code and SMS 2FA only. **Receiving of Authorisation Code and 2FA SMS on an overseas mobile number is dependent on the mobile operator's network availability.**

### Dial-Link (Phone Banking)

I am a New user, I would like to apply for Dial-Link (Phone Banking) Application\*  
 I am locked out and would like to request for a new Access ID and PIN.  
 I wish to Cancel my Dial-Link (Phone Banking)

\*I understand that the application for Dial-Link (Phone Banking) 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 abide by the prevailing Terms and Conditions governing Maybank Internet Banking, Dial-Link (Phone Banking), 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 : \_\_\_\_\_