

Frequently Asked Questions (FAQs)

1. What is the Personal Data Protection Act (PDPA)?

The PDPA establishes a data protection law that comprises various rules governing the collection, use, disclosure and care of personal data. It recognises both the rights of individuals to protect their personal data, including rights of access and correction, and the needs of organisations to collect, use or disclose personal data for legitimate and reasonable purposes.

2. What is the DNC Registry?

Set up by the Personal Data Protection Commission (PDPC), the DNC Registry is a national database for consumers to register their Singapore telephone numbers if they wish to opt out of receiving unsolicited telemarketing calls, messages and faxes which offer, advertise or promote goods or services.

3. What telephone numbers can be registered with the DNC Registry?

The DNC Registry accepts registration of Singapore telephone numbers, starting with 3, 6, 8 or 9, including mobile, fixed-line, residential and business numbers. Consumers will not be able to register overseas telephone numbers.

4. Will telephone numbers registered with the DNC Registry expire?

Registration of telephone numbers with the DNC Registry will not expire. It will only be removed when an individual terminates the number or withdraws the number from the DNC Registry.

5. How do I provide my consent to receive marketing communications from the Bank?

You can provide your consent by submitting the “Marketing Communications - Consent Form”. Please mail the completed form to the Bank or submit it to any of our Maybank Branches. We will update your request within 30 days from the date of receipt of the form. Alternatively, you can SMS to 79898 in the following format to ensure that you are informed of our latest promotions:

MKC<space>NRIC/PP No<space>

Example: MKC S7228844D

6. I have recently registered with the DNC Registry before/after I SMS to give my consent. Will I receive the marketing messages from Maybank in this case?

Yes, you will receive the promotional messages from Maybank as the consent which you provide to Maybank overrides any registration with the DNC Registry.

7. When will my request be updated in the Bank’s records?

We will update your request within 30 working days from the date of receipt.

8. After I have registered with the DNC Registry, why do I still receive SMSes on transactions made and reminders?

These are account related messages and not marketing messages. The scope of DNC covers marketing related messages (in the form of voice calls, text or fax messages) and not service related messages (e.g. online authentication, payment reminders, product updates/upgrades).

9. How do I withdraw my consent for receiving marketing communications?

You can withdraw your consent by submitting the “Marketing Communications - Withdrawal of Consent Form”. Please mail the completed form to the Bank or submit it to any of our Maybank Branches. We will update your request within 30 days from the date of receipt of the form.

10. If I have registered with the DNC Registry and do not provide my consent to Maybank, will I continue to receive marketing messages?

No, you will not receive any promotional messages from Maybank if you have registered with the DNC Registry.

11. Where can we find out more information about PDPA & DNC?

For more information about PDPA, please visit <http://www.pdpc.gov.sg>

For more information about DNC Registry, please visit <https://www.dnc.gov.sg/index.html>