

Complete and mail the signed original form to:  
 Maybank, Payments & Services Centre 2 (KOVAN), ROBINSON ROAD P.O. BOX 479, Singapore 900929

Note: This request will be processed within 5 business days from the date we receive this form.

**PART 1: Personal Particulars**

Name <input type="checkbox"/> Dr <input type="checkbox"/> Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input type="checkbox"/> Mdm													
<input type="checkbox"/> NRIC <input type="checkbox"/> Passport													

**PART 2 : Application for New Service**

I wish to apply for:

- Maybank Online Banking (Maybank2u.com.sg) and Mobile Banking. Please proceed to Part 3.  
 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.

**PART 3: Application for 2- Factor Authentication (2FA)**

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

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

**PART 4 : Reactivation of Service**

I am locked out from:

- Maybank Online Banking (Maybank2u.com.sg) and Mobile Banking. Please:  
 Issue a New PIN  Enable my Security Token  Enable my Mobile Number to receive SMS 2FA  
 Maybank PhoneBanking (Dial-Link). Request for new PIN.

**PART 5: Replacement of Security Token**

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

- Damaged  Did not receive  Battery is worn-out  Faulty

Security Token Serial Number:  -  -

- Lost (A replacement fee of \$20 is applicable) and payment is: Debit my account:

**PART 6 : Termination of Service**

I wish to cancel the following services:

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

<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 7 : 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**

CIF <input type="text"/>		
Attended by	Verified by	Approved by
Name / Signature / PF Number / Date		

Please glue and seal here. Do not staple.

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## What to do next?

*Mail this form back to us*

Allow 5 working days for processing

### Submission Checklist. Have you:

- Filled in all fields?
- Signed against any alterations?
- Signed Part 7?

**BUSINESS REPLY SERVICE  
PERMIT NO. 00452**



**MAYBANK**  
Payments & Services Centre 2 (KOVAN)  
ROBINSON ROAD P.O. BOX 479  
SINGAPORE 900929

Postage will be  
paid by  
addressee.  
For posting in  
Singapore only.