

Maybank Introduces Secure2u Activation via ATM to Strengthen Customer Verification in Battling Financial Scams

- This measure only applies to registration of Secure2u for the first time, or on a different or new device

Maybank today announced that it has strengthened its verification process for Secure2u, its secure authentication method, to approve online banking transactions on the MAE app and Maybank2u web. Customers registering Secure2u for the first-time, or on a different or new device can securely and conveniently activate Secure2u via any Maybank automated teller machine (ATM) nationwide, beginning 31 October 2023. This additional measure is to curb unauthorised transactions and fraudulent activities, on top of the five key measures to combat financial scams implemented by the Bank in July 2023.

Dato' John Chong, Group CEO of Community Financial Services said, "By allowing customers to perform self-activation of Secure2u via ATM, they can better control their online banking authorisation process by physically verifying their identity at the ATM, heightening supervision over their accounts and ultimately, safeguard their monies from scammers. We have also made the process easy and straightforward, keeping customer experience in mind. To register for Secure2u, customers only need to perform two simple steps - firstly, register for Secure2u on the MAE app and secondly, activate Secure2u with their debit, credit or charge card PIN number at any of the 3,000 Maybank ATMs nationwide, at their convenience."

Upon activation of Secure2u via ATM, customers can start approving transactions after 12 hours. To further protect customers, the cooling-off period may vary as the Bank continuously analyses scam trends and transaction patterns. This measure is imperative, and acts as an additional layer to thwart scammers as it ensures that customers are the sole approvers of their Secure2u registration.

With a wide ATM network across the country, Maybank provides easy accessibility to its customers to perform Secure2u activation. Maybank ATMs operate from 6.00am to 12.00am daily* and can be found at strategic locations, such as at branches/service centres, as well as in selected shopping malls, petrol stations, train stations, hospitals, and many more.

"At Maybank, we remain resolute in our efforts to protect the financial security of our customers against scammers and take all possible measures to detect and block financial scams. On top of regular reviews and enhancements made to further secure our banking systems against scammers, we are also expanding our anti-scam partnership to the wider financial ecosystem and collaborating with telcos, e-wallet providers and government agencies to halt scammers at all touch points," added Dato' John.

**Operational hours for selected Maybank ATMs located within premises such as shopping malls and office buildings are subject to the respective building's business hours.*

In addition, customers are encouraged to follow three simple cyber hygiene rules to defend against scammers:

1. Never click on hyperlinks from unknown sources
2. Never download any apps from any links, apart from those that are published on official app stores, and;
3. Never share your username and password with anyone, not even with friends and family members

For more information and step-by-step guide on Secure2u activation, please visit maybank.my/secure2u.
