

Maybank's 'Kill Switch' solution introduces a new security add-on

- A swift and convenient way to temporarily block credit and charge cards

Maybank's Kill Switch solution is now introducing a new security add-on, in addition to the Maybank2u access' deactivation feature launched in late January this year. The new security add-on via Maybank2u (M2U) web and the MAE app will allow customers to swiftly and conveniently **temporarily block the usage of their credit and charge cards** should they suspect a compromise on their cards.

The new security add-on is part of Maybank's ongoing efforts to further enhance its online banking security and strong commitment to combat online scams by **empowering its customers to take immediate control** of their credit and charge cards and ensure that their funds are safe and protected.

Prior to this new feature, Maybank had enabled customers the option to freeze their MAE card and to also temporarily deactivate their Maybank2u access. To further strengthen online banking security & create a more secure digital platform for its customers, Maybank's Secure2u has been the only authorisation method for online transactions (FPX) for all amounts since 5th April 2023.

Dato' John Chong, Group CEO, Community Financial Services said that Maybank's larger agenda is to create a safer digital ecosystem, one that will bolster the confidence of consumers, businesses and investors whose needs are ever evolving, as well as propel the country for the digital leap whilst at the same time spurring economic growth for the nation.

"In relations to that, we also want to stand by our customers during these challenging times and win this war together by introducing a holistic Kill Switch solution in the market that covers various angles of online banking security. More so, nowadays as scammers are becoming even bolder and more creative by coming up with new ways to orchestrate their scam tactics."

In addition, this is also in line with the Group's **M25+ strategic thrusts**, to intensify customer centricity as well as accelerate digitalisation and technological modernisation, as Maybank has always been at the forefront of ensuring that its customers' safety and security is prioritised, evident through the frequent upgrading and enhancement to its online banking systems.

The new add-on feature can be activated via Maybank2u web or MAE app and once enabled, all outgoing transactions on the blocked credit and charge card will not be processed.

For security reasons, once blocked, customers can only reactivate their cards by successfully verifying themselves at the nearest branch or via Maybank Group Customer Care at 1300 88 6688. This will also prevent scammers or any unauthorised parties from further accessing their cards.

Dato' John said, "In line with our mission to **Humanise Financial Services**, Maybank has constantly been finding ways to upgrade and improve its online banking systems to ensure a pleasant customer experience for all. We do this as we are also regarded as customers of the Bank and we empathise on the hardships faced by our customers' every time a scam occurs."

Dato' John also reiterated that no matter how robust a system's security can be, scammers will always try to use social engineering methods to deceive customers out of their hard earned savings.

"In regards to that, we wish to stress the fact that scam prevention is everyone's responsibility and together we must endeavour to protect ourselves and loved ones while transacting online and be reminded to never share account user ID and passwords and to never click on any links in general."

Maybank has always been a strong advocate in driving scam awareness campaigns and continues to update the public on all its banking and non-banking platforms, including social media, in-app notifications, e-direct mailers and branch activations.

More Kill Switch features will be released in the future as part of the Bank's continuous effort to enhance customer's online banking security.

For more information on the new Kill Switch add-on, kindly visit maybank.my/Kill-Switch

To find out more on how to protect yourself against scams, please visit <https://maybank.my/SecurityAwareness> or follow Maybank's' official Facebook, Instagram and Twitter page. Alternatively, if you suspect that you have been scammed, immediately call Maybank's 24-hours Fraud hotline at 03-5891 4744; or the National Scam Response Centre at 997 (8am-8pm daily).
