

## E-Payments Policy






The E-payment User Protection Guidelines issued by The Monetary Authority of Singapore (MAS) has taken effect on 30 June 2019. The guidelines aim to protect users of electronic payments from fraud, errors and security threats, as the nation moves towards a cashless society.

In response to the Guidelines and as part of our initiatives to proactively educate our customers, we have issued an [E-Payments Policy](#), which covers both **Individual and Sole Proprietor** account holders. There will also be changes to the Terms and Conditions governing the [Internet Banking Services](#) as a result of the new policy.

### LEARN HOW YOU CAN PROTECT YOURSELF ONLINE

#### 1. How do I protect against losses from erroneous and/or unauthorised transactions?

As an account or joint account holder, you are recommended to follow the steps shared by MAS and the Bank:

<p>Provide complete, accurate and updated contact information</p> <ul style="list-style-type: none"><li>• Login to Maybank Online Banking</li><li>• Select Customer Service &gt; Update Particulars</li></ul> <p><b>UPDATE NOW &gt;</b></p> 	<p>Enable transaction notification alerts</p> <ul style="list-style-type: none"><li>• Login to Maybank Online Banking</li><li>• Select Customer Service &gt; Notification Centre</li></ul> 	<p>Opt out or modify how you receive transaction alerts via Internet Banking</p> 
<p>Monitor the transactions information received via SMS*, email, and/or letter from the Bank</p> 	<p>Keep access code securely, do not share with anyone.</p> 	<p>Keep a record of an access code securely where the record is unlikely to be found by a third party</p> 

\*Note:

1. The SMS notifications will be sent to the mobile number registered with the bank, as per displayed in Maybank Online Banking ("Customer Service" tab).
2. Notifications will be also be sent to all NETS transactions performed.

#### 2. Am I protected against losses from scam or fraud?

The Guidelines do not apply to transactions which you initiated because of scam or fraud.

### 3. What to do before making e-Payment transaction?

Protect the access to your account by:

Updating device's web browser to the latest version



Updating device's operating systems with regular security updates



Installing and maintaining latest anti-virus software on your device(s)



Using strong and unique password



Following the security instructions and guidelines shared by the Bank

### 4. What should I do if I detect erroneous and/or unauthorised transactions?



**Inform us immediately:**

- Local: 1800 629 2265 (1800 MAYBANK)
- Overseas: (65) 6533 5229

If you are unable to report to the Bank as soon as you receive the transaction notification alert, you should provide the Bank with reasons for the delay when asked.

### 5. What information to provide when reporting to the Bank?

Produce the following information to the Bank:

- 1** The protected account that is affected;
- 2** The account holder identification information;
- 3** The type of authentication device, access code and device that is used to perform the payment transaction;
- 4** The name or identity of any account user for the protected account that was used;
- 5** Details on whether or not the protected account's authentication device or access code was lost, stolen and misused and if so, the:
  - date and time of loss or misuse;
  - date and time that the loss or misuse was reported to us; and
  - date, time and method that the loss or misuse was reported to the police
- 6** If access code is applicable to the protected account:
  - how the account holder / user recorded the access code; and
  - whether the account holder / user had disclosed the access code to anyone.
- 7** Any other information about the unauthorised transaction that we may require.



In addition to informing us, you should also make a police report if we request such a report to be made so as to facilitate claims investigation.