

MAYBANK SECURE2U

- 1- **Q: What is Secure2u?**
A: Secure2u is a safer and more convenient way to authorize your Maybank2u transactions using Secure Verification (one-tap approval). Once Secure2u is registered, the user will not have to request and input the Transaction Authorization Code (TAC). Instead, transactions will be approved with one tap. It is only available on Maybank2u KH app.
- 2- **Q: How do I register for Secure2u?**
A: To register for Secure2u, please check out the user guide document on the website or go to <https://www.maybank2u.com.kh/iwov-resources/kh/pdf/user-guide/userguide-Secure2u-V1.2.pdf>
- 3- **Q: Can I approve transactions which are performed on Maybank2u website via Secure2u?**
A: Only transactions performed on Maybank2u KH app can be approved via Secure2u. If you perform transactions on the website, you will have to request and input TAC.
- 4- **Q: Are all users required to use Secure2u?**
A: No, users are not required to use Secure2u. However, it is highly recommended and offered as an option for users to approve transaction quickly and conveniently without having to rely on SMS TAC. Users can de-register Secure2u anytime on their Maybank2u KH app.
- 5- **Q: What can I do if I do not receive the push notification to approve a transaction?**
A: Such error is not a common occasion. However, shall it happen, you can simply open the Maybank2u KH app on your registered device, and, without logging in, tap the Secure2u icon in the bottom menu.
- 6- **Q: What should I do if I lost my mobile phone which was registered for Secure2u?**
A: If such a problem arises, please contact us at 098 888 028 or 099 888 028 or via our Live Chat which is available on the Maybank2u KH App or www.maybank2u.com.kh.
- 7- **Q: If I have the Maybank2u KH app on more than one device, how does Secure2u work for me?**
A: You will be able to register for Secure2u on one mobile device only:
 - If you perform a transaction on a device that is not registered, you will get a push notification on the registered device to approve the transaction.
 - If you perform a transaction on a registered device, you can approve the transaction on that device and the unregistered device will not receive any notification.
- 8- **Q: How do I change the registered device?**
A: In order to change the registered device to another one, you can de-register Secure2u from the device first and proceed to register Secure2u on a different device. You can also register directly on the new device by tapping the Secure2u button in the ME setting page and choose “YES” when asked if you want to switch device. You will receive an SMS notify you of your deregistration.