

## □ New M2U KH User Guide List

CASA STP	<a href="#"><u>NTB - iSave Accounts and M2U Application</u></a>
CASA STP	<a href="#"><u>ETB - iSave Account Application</u></a>
Onboarding	<a href="#"><u>ETB - First Time M2U Login</u></a>
Onboarding	<a href="#"><u>Existing M2U User Login</u></a>
Transfer	<a href="#"><u>Transfer to Own Account within Maybank</u></a>
Transfer	<a href="#"><u>Transfer to Other's Account within Maybank</u></a>
Transfer	<a href="#"><u>Transfer to Other Bank via NCS</u></a>
Transfer	<a href="#"><u>Transfer to Other Banks via Fast Interbank</u></a>
Transfer	<a href="#"><u>Transfer to Other Banks via Bakong</u></a>
Transfer	<a href="#"><u>Transfer to Bakong Wallet</u></a>
QR Pay	<a href="#"><u>QR Pay - Activation and Payment</u></a>
Pay Bills	<a href="#"><u>Pay Bills</u></a>
Phone Top-Up	<a href="#"><u>Pinless Phone Top-Up</u></a>
Phone Top-Up	<a href="#"><u>PIN Phone Top-Up</u></a>
ATM Withdrawal	<a href="#"><u>Cardless ATM Withdrawal</u></a>
Placement	<a href="#"><u>Fixed Deposit Placement</u></a>
CASA	<a href="#"><u>View Accounts</u></a>
CASA	<a href="#"><u>Change Primary Account</u></a>

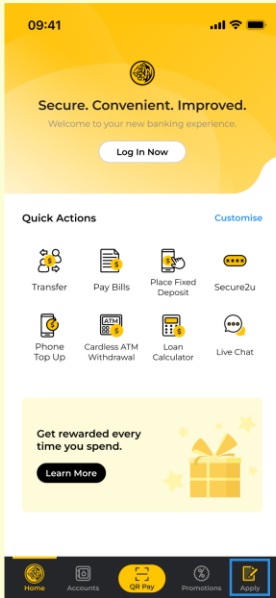
## ❑ New M2U KH User Guide List (Cont')

CASA	<a href="#"><u>Download Account Statement</u></a>
CASA	<a href="#"><u>Re-download M2U Receipt</u></a>
Settings	<a href="#"><u>Update Profile</u></a>
Settings	<a href="#"><u>Change Language (Khmer / English)</u></a>
Settings	<a href="#"><u>Secure2u - Activating</u></a>
Settings	<a href="#"><u>Secure2u - Deactivating</u></a>
Settings	<a href="#"><u>Change PIN</u></a>
Settings	<a href="#"><u>Reset PIN</u></a>
Settings	<a href="#"><u>Change M2U Password</u></a>
Settings	<a href="#"><u>Reset M2U Password</u></a>
Settings	<a href="#"><u>Enable Biometric (Face ID / Finger Print)</u></a>
Settings	<a href="#"><u>Disable Biometric (Face ID / Finger Print)</u></a>
Settings	<a href="#"><u>Unlink M2U</u></a>
Notification	<a href="#"><u>M2U Notifications</u></a>
Notification	<a href="#"><u>Promotion</u></a>
Other	<a href="#"><u>Manage Quick Action</u></a>
Other	<a href="#"><u>Loan Calculator</u></a>

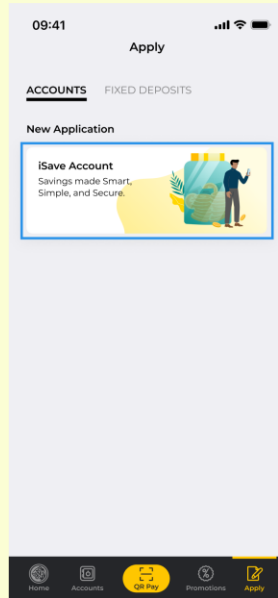
## Description

- Here is a quick guide for New Customer who wishes to apply for iSave Account(s) and register for M2U
- NEW Customer can now apply for account(s) with Maybank by M2U
- Applicable to Cambodian individual customer only
- Require valid Cambodian national ID card and Cambodia phone number

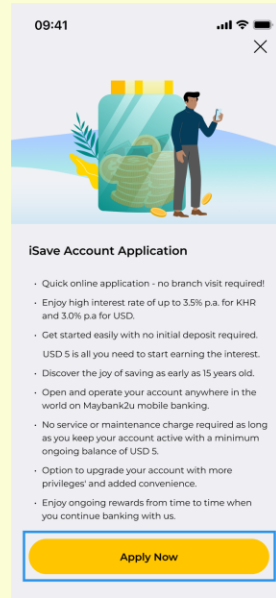
1 Tap on "Apply"



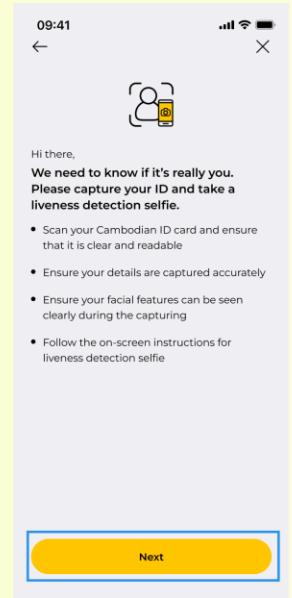
2 Tap on "iSave Account"



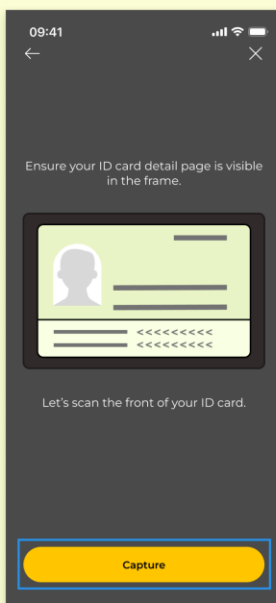
3 Tap on "Apply Now"



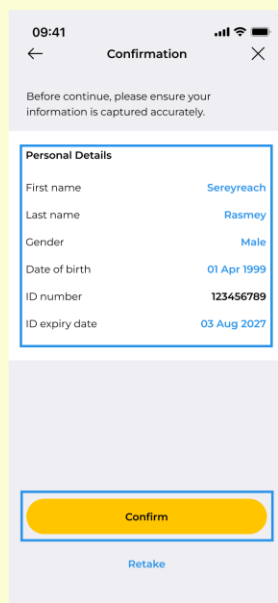
4 Tap on "Next" to proceed capture ID Card



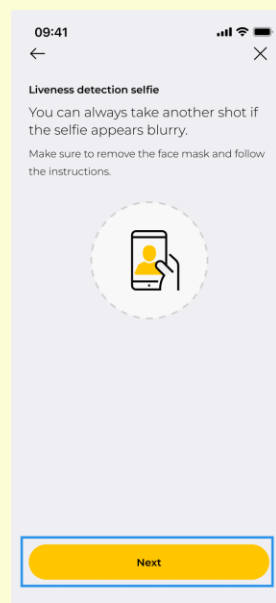
5 Ensure your front NID is at center and clear, then tap on "Capture"



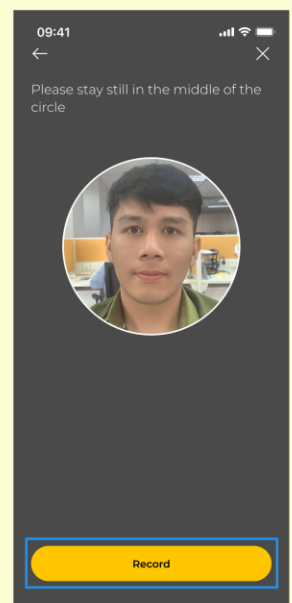
6 Customer may tap on any information to edit, then tap "Confirm"



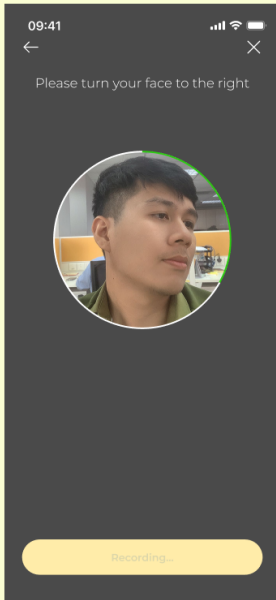
7 Tap on "Next" to proceed liveness detection



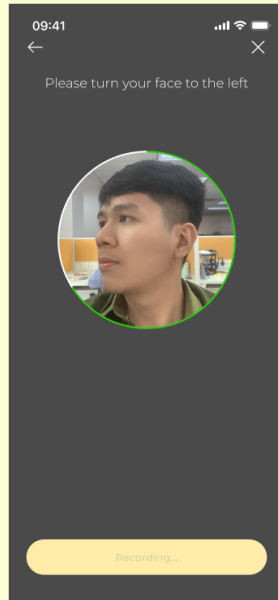
8 Place yourself at the center of the camera and tap "Record"



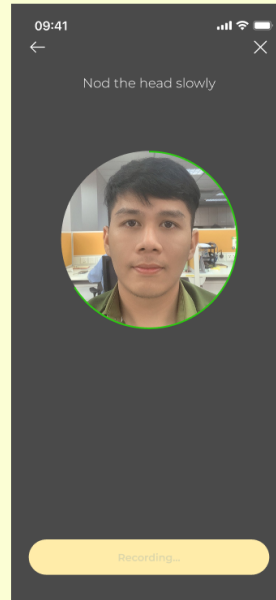
9 Please turn your face to right.



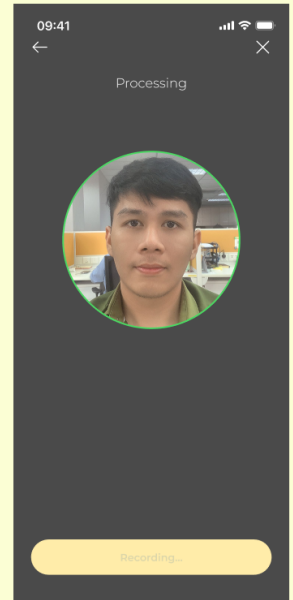
10 Please turn your face to the left



11 Please nod the head slowly.



12 Please wait for the processing to be completed



13 Enter your personal contacts and residential address details

09:41 Step 1 of 2

iSave Account Application

We have captured some information based on your ID card, but we still need a few additional details.

Phone number  
+855 12 222 3\*\*

Email address (Optional)  
sereyreach\*\*\*@gmail.com

Residential address  
No. 61A, Street 31\*\*

City/Province  
Phnom Penh

District  
Toul Kork

Next

14 Enter account details and choose account currencies, then tap "Next"

09:41 Step 1 of 2

City/Province  
Phnom Penh

District  
Toul Kork

Commune  
Boeung Kak II

Purpose of account opening  
Savings

Preferred branch  
Toul Kork

iSave account currencies  KHR  USD

Next

15 Enter occupation details, then tap on "Next"

09:41 Step 2 of 2

iSave Account Application

Please fill in your employment details

Occupation  
Staff

Employer/Company name  
Maybank

Sector  
Financial Institution

Monthly income  
USD1,000 to USD10,000

Source of income  
Cambodia

Next

16 Enter referral or promo code, then tap on "Done"; or skip if there aren't any

09:41

Are you a new Maybank customer?

Promo123

Get rewarded when you sign up using a friend's referral code or promo code!

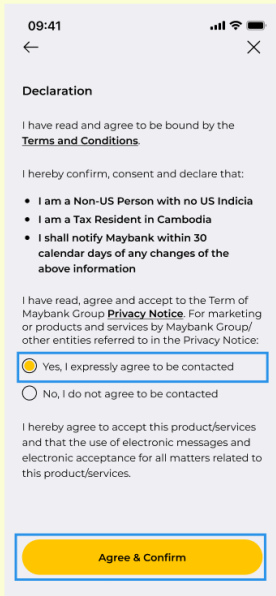
Both you and your friend will be instantly rewarded. First come first served, daily limit applies. Refer to [Terms & Conditions](#) for more details.

REFER. REWARDS. REPEAT.

Done

Skip

**17** Tap on "Yes, I expressly agree to be contacted" and "Agree & Confirm"



09:41

← ×

**Declaration**

I have read and agree to be bound by the [Terms and Conditions](#).

I hereby confirm, consent and declare that:

- I am a Non-US Person with no US Indicia
- I am a Tax Resident in Cambodia
- I shall notify Maybank within 30 calendar days of any changes of the above information

I have read, agree and accept to the Term of Maybank Group [Privacy Notice](#). For marketing or products and services by Maybank Group/ other entities referred to in the Privacy Notice:

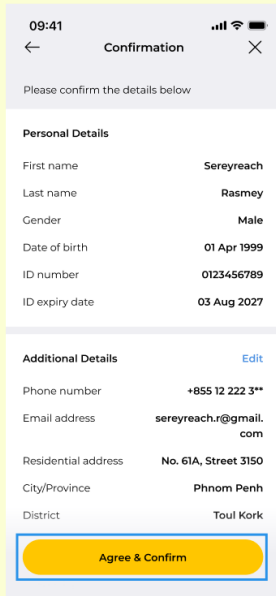
Yes, I expressly agree to be contacted

No, I do not agree to be contacted

I hereby agree to accept this product/services and that the use of electronic messages and electronic acceptance for all matters related to this product/services.

**Agree & Confirm**

**18** Review input information, then tap on "Agree & Confirm"



09:41

← Confirmation ×

Please confirm the details below

**Personal Details**

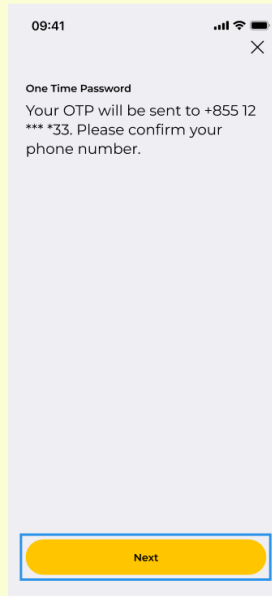
First name: Sereyreach  
Last name: Rasmey  
Gender: Male  
Date of birth: 01 Apr 1999  
ID number: 0123456789  
ID expiry date: 03 Aug 2027

**Additional Details** [Edit](#)

Phone number: +855 12 222 3\*\*  
Email address: sereyreach.r@gmail.com  
Residential address: No. 61A, Street 3150  
City/Province: Phnom Penh  
District: Toul Kork

**Agree & Confirm**

**19** Tap on "Next" to request for OTP



09:41

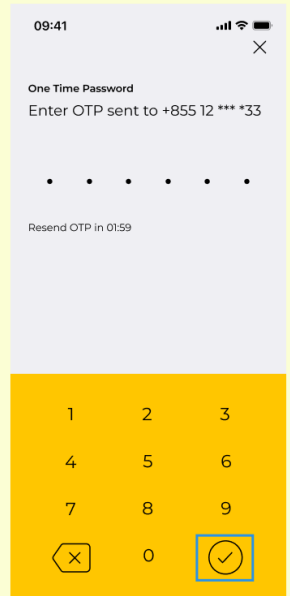
← ×

**One Time Password**

Your OTP will be sent to +855 12 \*\*\* \*33. Please confirm your phone number.

**Next**

**20** Enter OTP and tap on tick



09:41

← ×

**One Time Password**

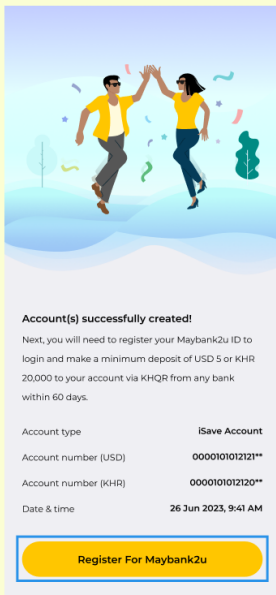
Enter OTP sent to +855 12 \*\*\* \*33

• • • • •

Resend OTP in 01:59

1 2 3  
4 5 6  
7 8 9  
× 0 ✓

**21** Tap on "Register for Maybank2u"



Account(s) successfully created!

Next, you will need to register your Maybank2u ID to login and make a minimum deposit of USD 5 or KHR 20,000 to your account via KHQR from any bank within 60 days.

Account type: iSave Account

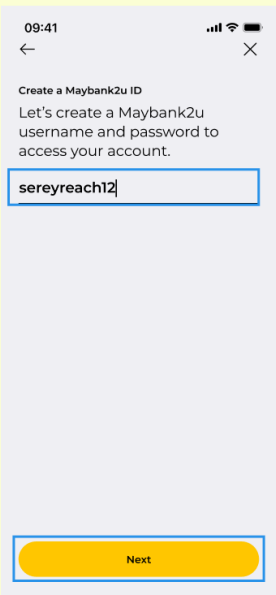
Account number (USD): 0000101012121\*\*

Account number (KHR): 0000101012120\*\*

Date & time: 26 Jun 2023, 9:41 AM

**Register For Maybank2u**

**22** Enter desired M2U username, then tap on "Next"



09:41

← ×

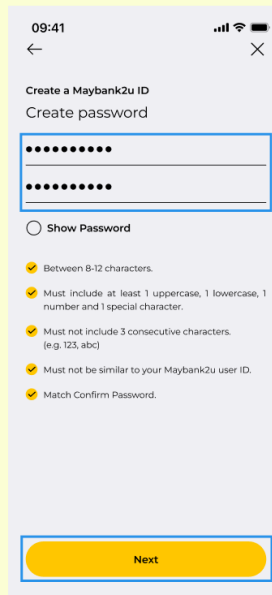
**Create a Maybank2u ID**

Let's create a Maybank2u username and password to access your account.

sereyreach12

**Next**

**23** Enter desired password following the instruction, then tap on "Next"



09:41

← ×

**Create a Maybank2u ID**

Create password

••••••••

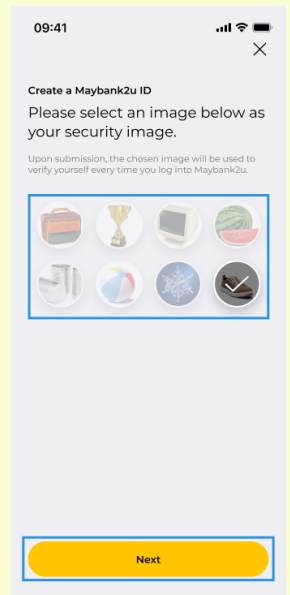
••••••••

Show Password

- Between 8-12 characters.
- Must include at least 1 uppercase, 1 lowercase, 1 number and 1 special character.
- Must not include 3 consecutive characters. (e.g. 123, abc)
- Must not be similar to your Maybank2u user ID.
- Match Confirm Password.

**Next**

**24** Choose an image as your security image, then tap on "Next"



09:41

← ×

**Create a Maybank2u ID**

Please select an image below as your security image.

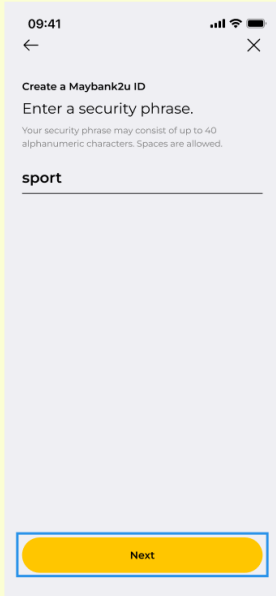
Upon submission, the chosen image will be used to verify yourself every time you log into Maybank2u.

•••••

•••••

**Next**

**25** Enter desired security phrase, then tap on "Next"



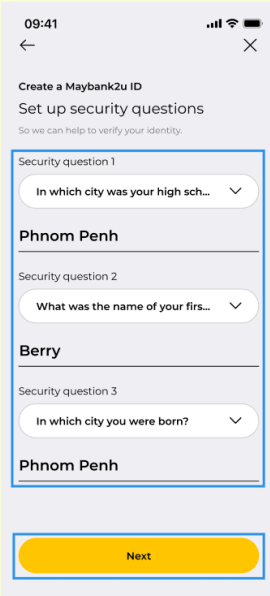
09:41

Create a Maybank2u ID  
Enter a security phrase.  
Your security phrase may consist of up to 40 alphanumeric characters. Spaces are allowed.

sport

Next

**26** Select security questions and key in answers, then tap on "Next"



09:41

Create a Maybank2u ID  
Set up security questions  
So we can help to verify your identity.

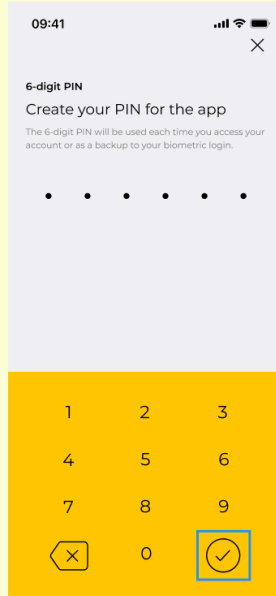
Security question 1  
In which city was your high sch...  
Phnom Penh

Security question 2  
What was the name of your firs...  
Berry

Security question 3  
In which city you were born?  
Phnom Penh

Next

**27** Enter desired 6-digit PIN, then tap on tick

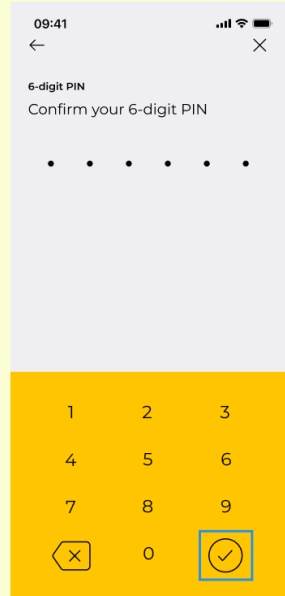


09:41

6-digit PIN  
Create your PIN for the app  
The 6-digit PIN will be used each time you access your account or as a backup to your biometric login.

1 2 3  
4 5 6  
7 8 9  
X 0 ✓

**28** Re-enter 6-digit PIN, then tap on tick

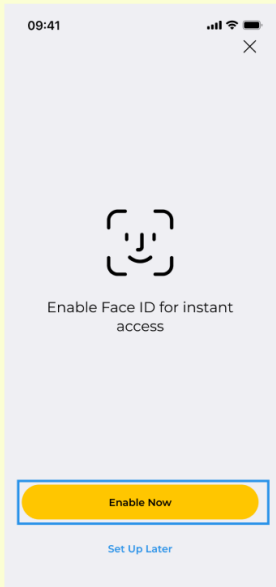


09:41

6-digit PIN  
Confirm your 6-digit PIN

1 2 3  
4 5 6  
7 8 9  
X 0 ✓

**29** Tap on "Enable Now" to enable login via Face ID or Fingerprint



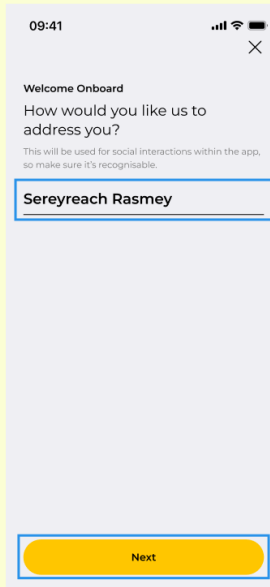
09:41

Enable Face ID for instant access

Enable Now

Set Up Later

**30** Enter desired nickname, then tap on "Next"



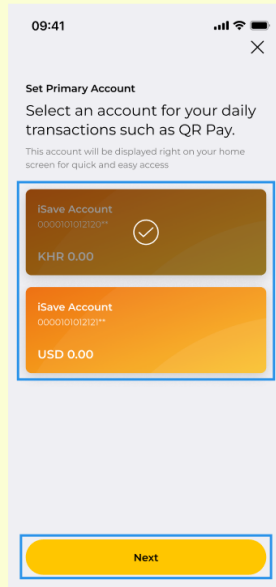
09:41

Welcome Onboard  
How would you like us to address you?  
This will be used for social interactions within the app, so make sure it's recognisable.

Sereyreach Rasmey

Next

**31** Choose desired primary, then tap on Next



09:41

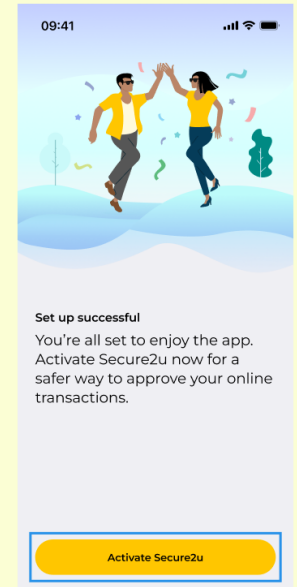
Set Primary Account  
Select an account for your daily transactions such as QR Pay.  
This account will be displayed right on your home screen for quick and easy access

iSave Account  
00001012120\*\*  
KHR 0.00 ✓

iSave Account  
00001012121\*\*  
USD 0.00

Next

**32** Tap on "Activate Secure2u" to enable monetary transaction in-app approval

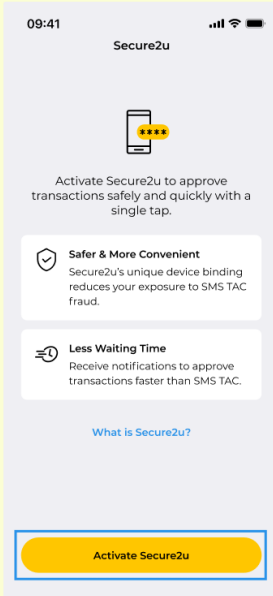


09:41

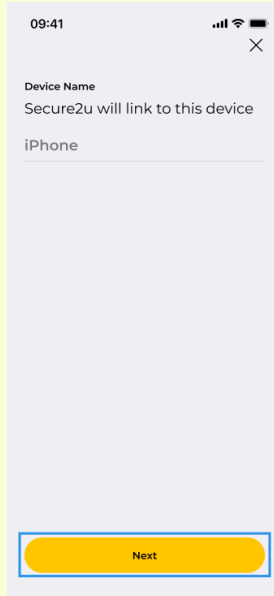
Set up successful  
You're all set to enjoy the app. Activate Secure2u now for a safer way to approve your online transactions.

Activate Secure2u

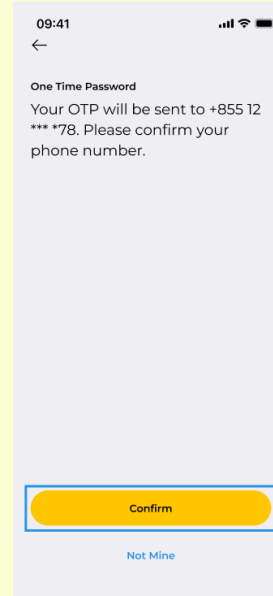
33 Tap on Activate Secure2u



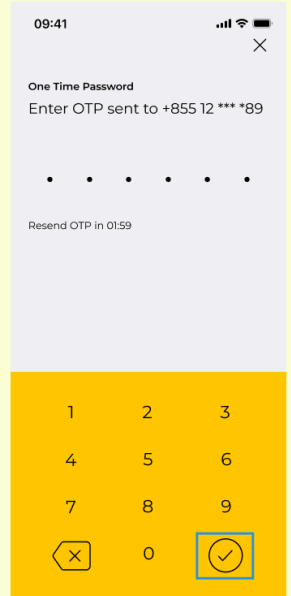
34 Tap on "Next"



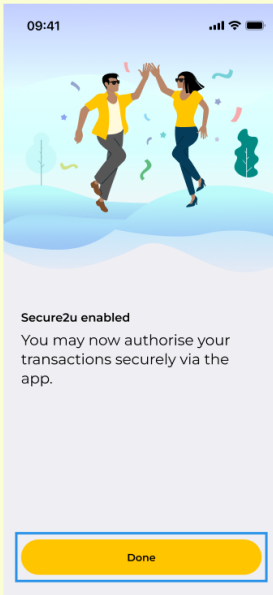
35 Tap on "Confirm"



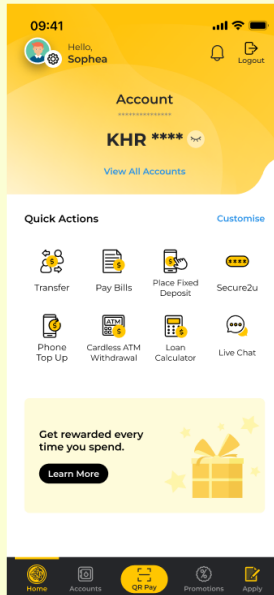
36 Enter OTP, then tap on tick



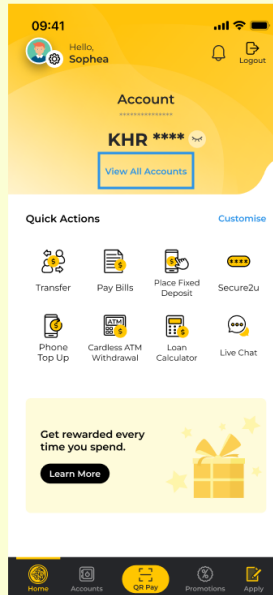
37 Tap on "Done"



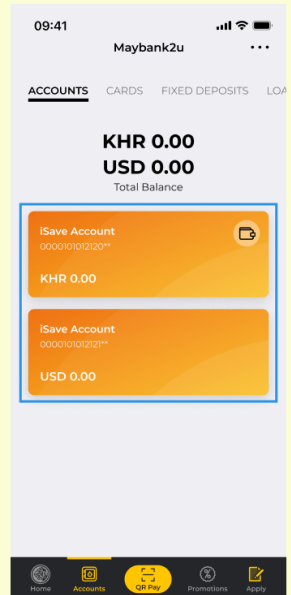
38 You are all set! Welcome to M2U dashboard.



39 [Info] To view your account(s), tap on "View All Accounts"



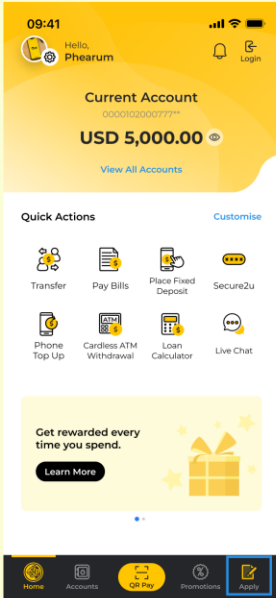
40 [Info] Newly created iSave Account(s) is being displayed



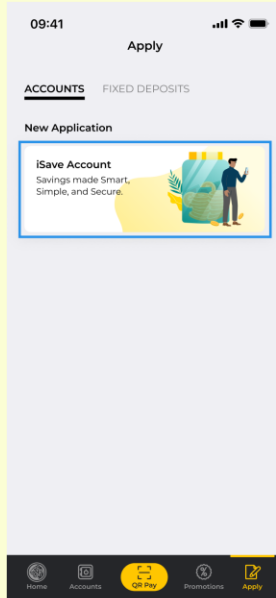
## Description

- Here is a quick guide for Existing Customer who wishes to apply for iSave Account(s) via M2U
- Customer can apply up to 2 iSave accounts with KHR and USD currencies
- Applicable to Cambodian individual customer only

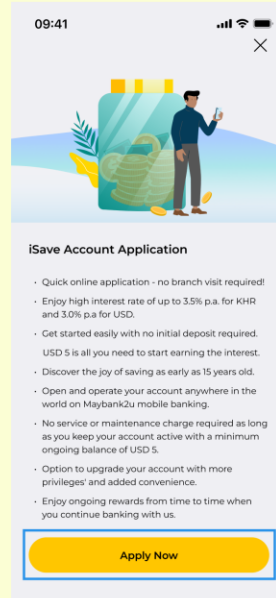
1 Tap on "Apply"



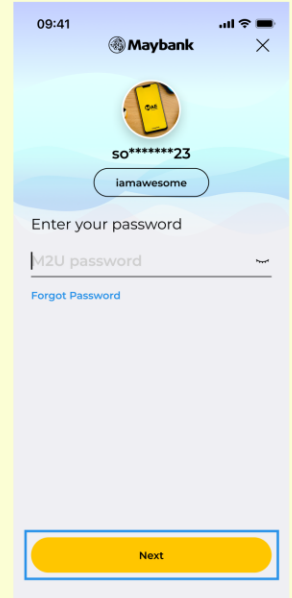
2 Tap on "iSave Account"



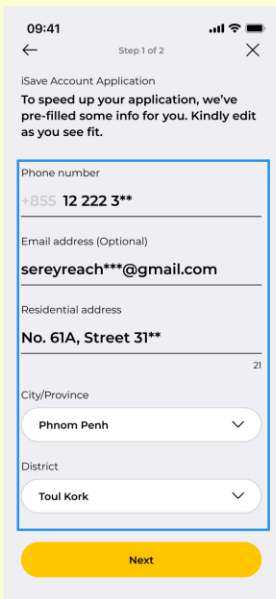
3 Tap on "Apply Now"



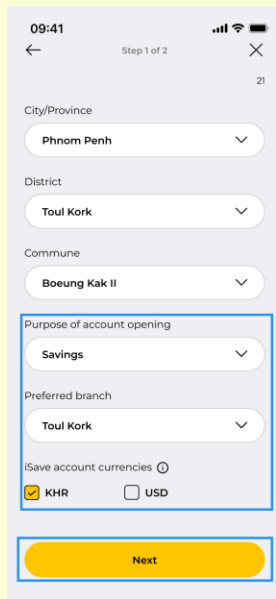
4 Enter your password, then tap on "Next"



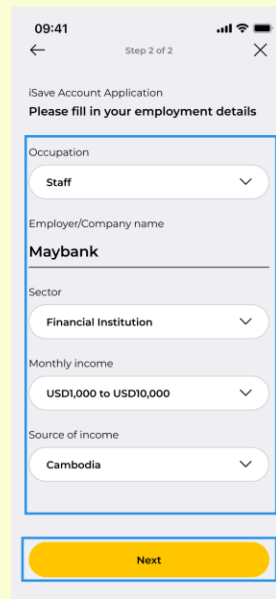
5 Review your personal contacts and residential address details



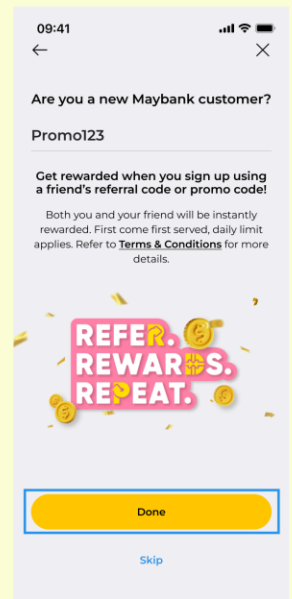
6 Enter account details and choose account currency, then tap "Next"



7 Enter occupation details, then tap on "Next"



8 Enter referral or promo code, then tap on "Done"; or skip if there aren't any





9 Tap on "Yes, I expressly agree to be contacted" and "Agree & Confirm"

10 Tap on "Agree & Confirm"

11 Account successfully created. Tap on "Transfer Now"

12 Choose account to transfer from, then tap on "Next"

13 Tap on "Transfer Now"

14 Application is completed. Tap on "Done"

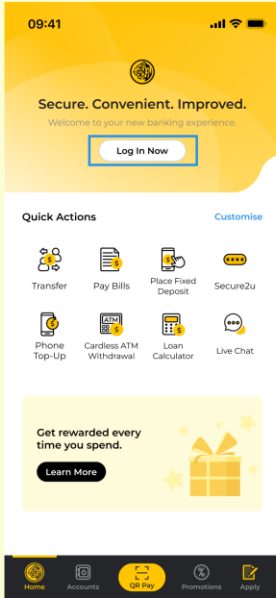
15 [Info] To view your account(s), tap on "View All Accounts"

16 [Info] Newly created iSave Account is being displayed

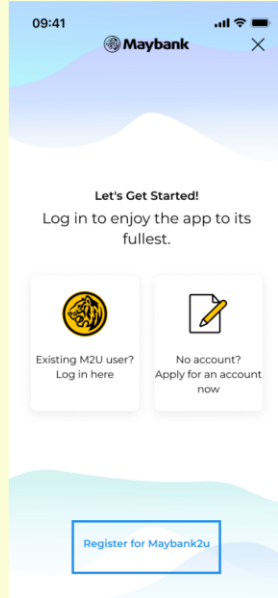
## Description

- Here is a quick guide for Existing Maybank Customer who wishes to register for M2U
- Customer may visit the nearest branch to request for IB Registration Number and FTAC in order to proceed M2U registration

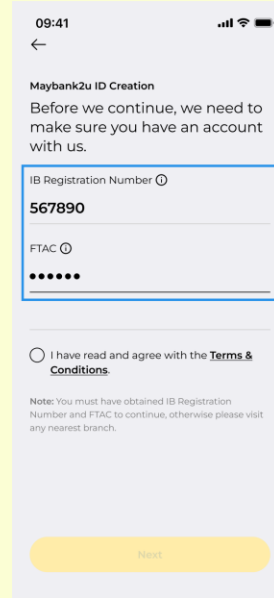
1 Tap on "Login Now"



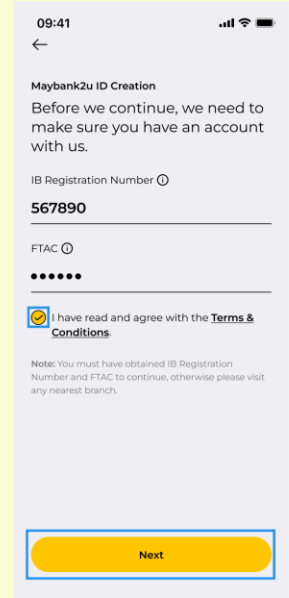
2 Tap on "Register for Maybank2U"



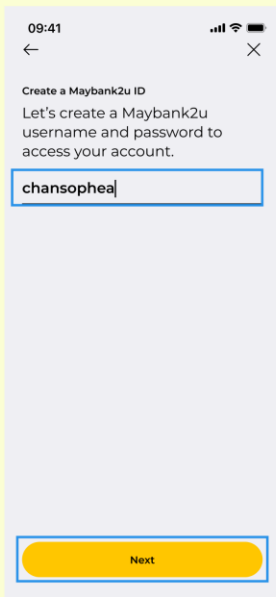
3 Enter IB Registration Number and FTAC received from the Bank



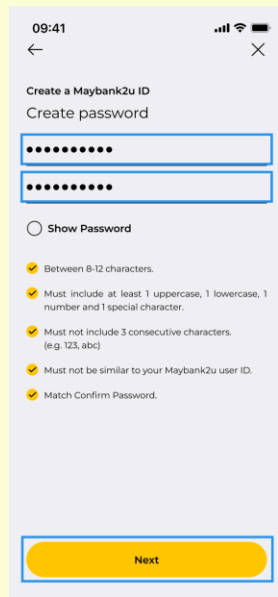
4 Tap on Agree with the Term & Condition, then tap on "Next"



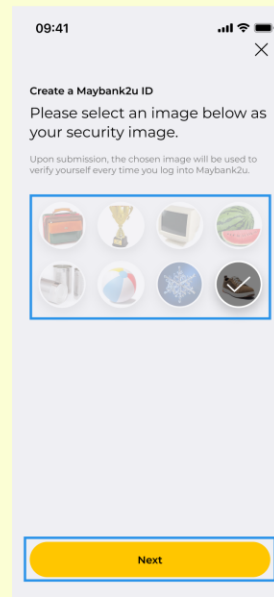
5 Enter desired user name, then tap on "Next"



6 Enter desired password following the instruction, then tap on "Next"



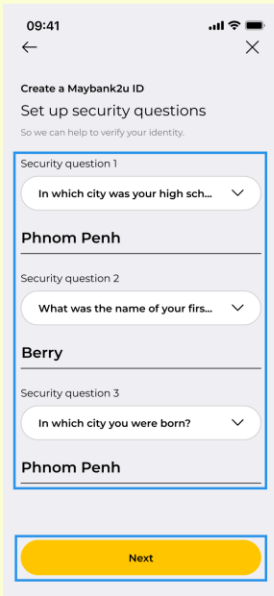
7 Select security questions and key in answers, then tap on "Next"



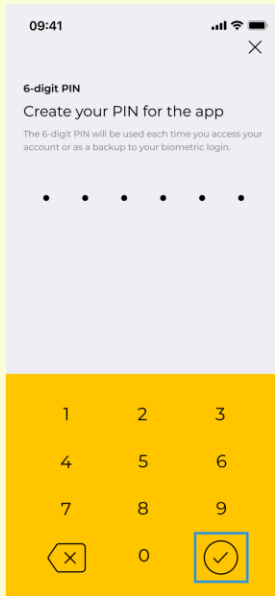
8 Enter desired security phrase, then tap on "Next"



9 Select security questions and key in answers, then tap on "Next"



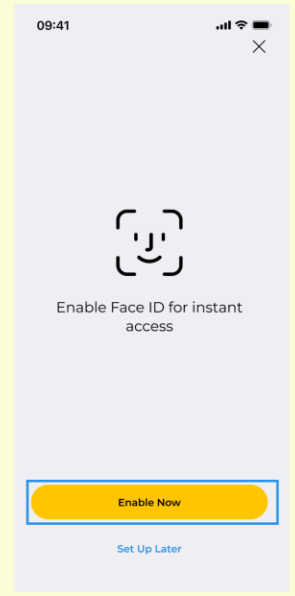
10 Enter desired 6-digit PIN, then tap on tick



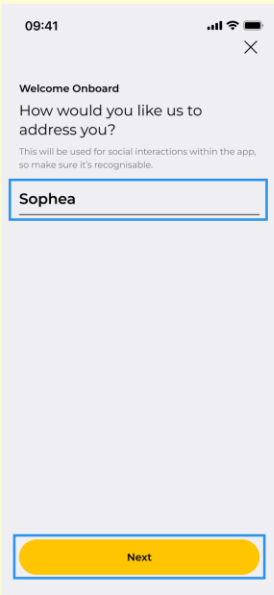
11 Re-enter 6-digit PIN, then tap on tick



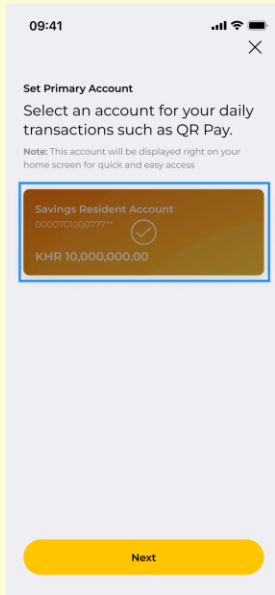
12 Tap on "Enable Now" to enable login via Face ID or Fingerprint



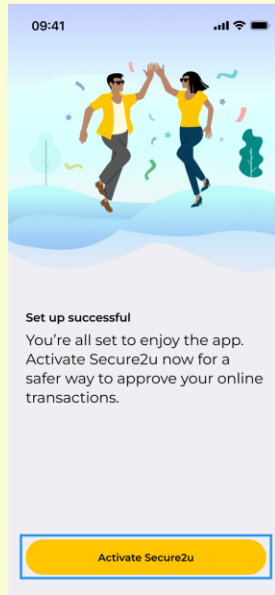
13 Enter desired nickname, then tap on "Next"



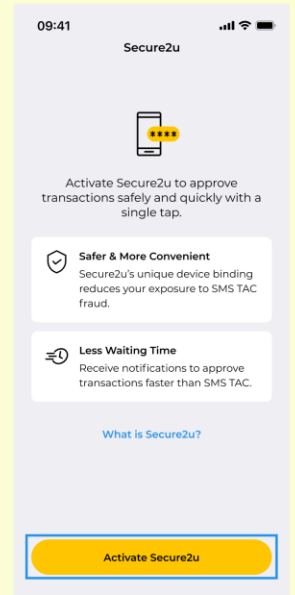
14 Set Primary Account, then tap on "Next"



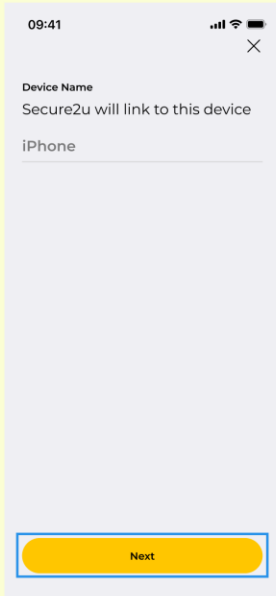
15 Tap on "Activate Secure2u"



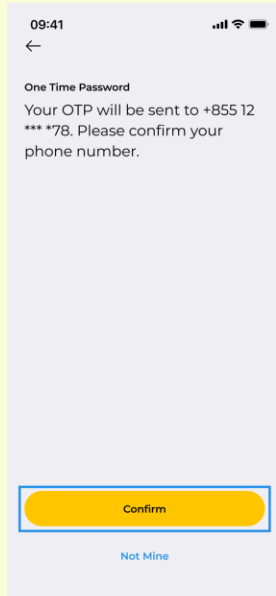
16 Tap on "Activate Secure2u"



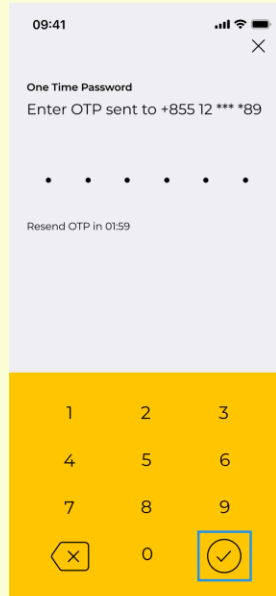
17 Tap on "Next"



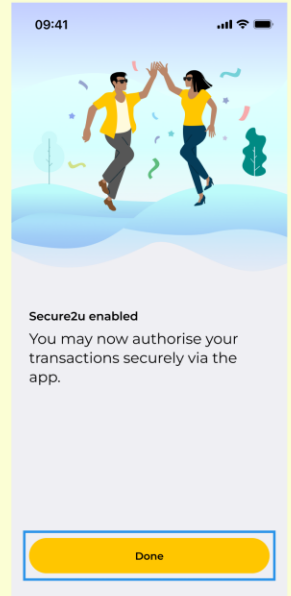
18 Tap on "Confirm"



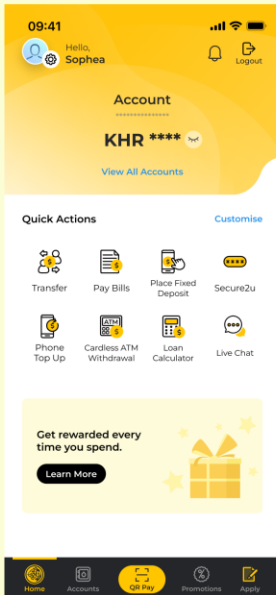
19 Enter OTP, then tap on tick



20 Tap on "Done"



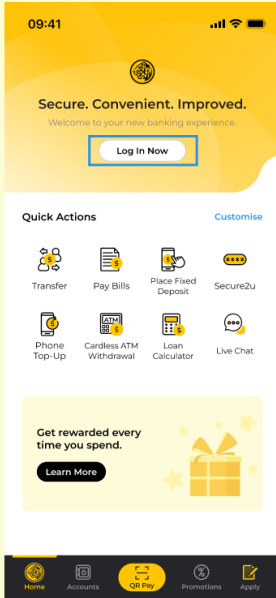
19 Welcome to M2U dashboard!



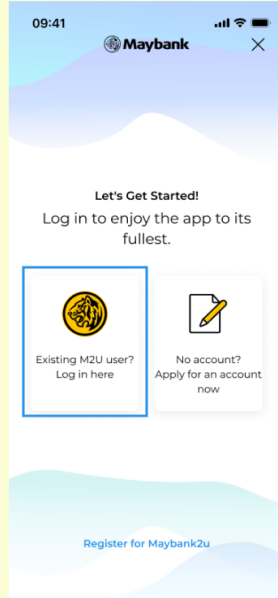
## Description

- Here is a quick guide for Existing M2U Customer who wishes to login into New M2U KH

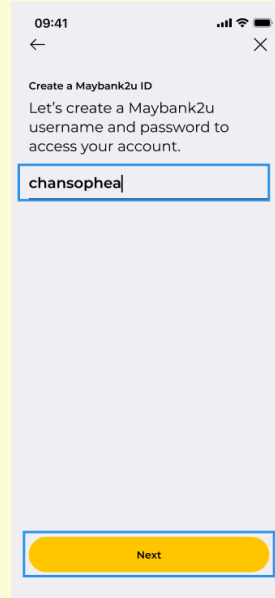
1 Tap on "Login Now"



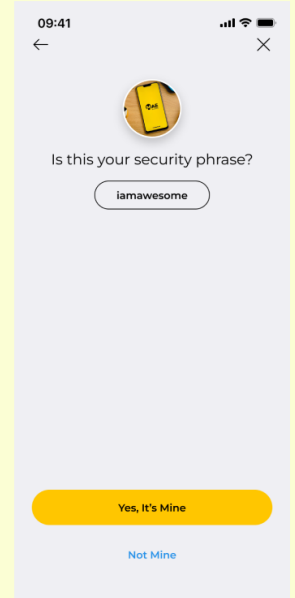
2 Tap on "Existing M2U user"



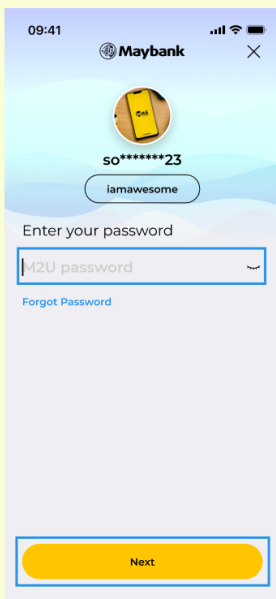
3 Enter username, then tap on "Next"



4 Verify security phrase, then tap "Yes, It's Mine" if it is the correct one



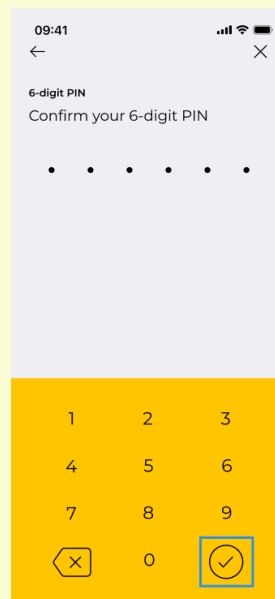
5 Enter password, then tap on "Next"



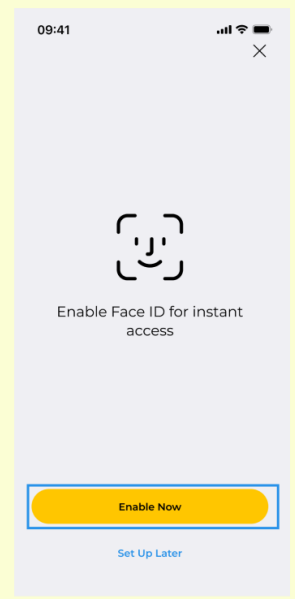
6 Enter desired 6-digit PIN, then tap on tick



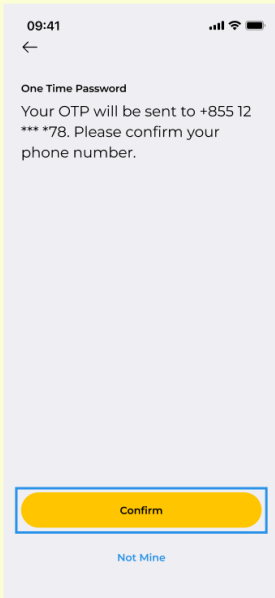
7 Re-enter 6-digit PIN, then tap on tick



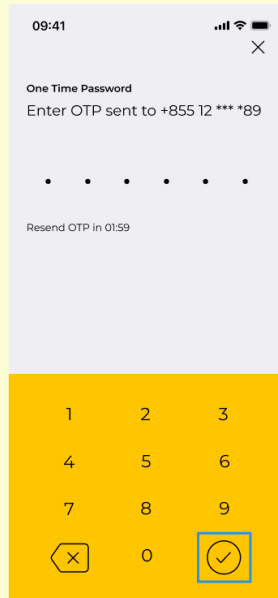
8 Tap on "Enable Now" to enable login via Face ID or Fingerprint



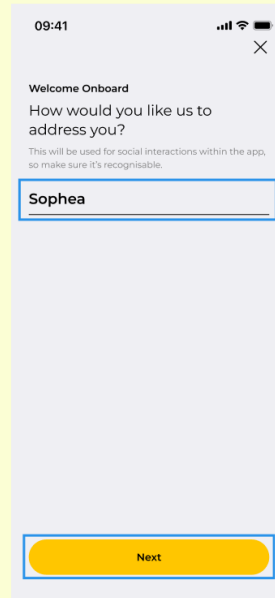
9 Tap on "Confirm"



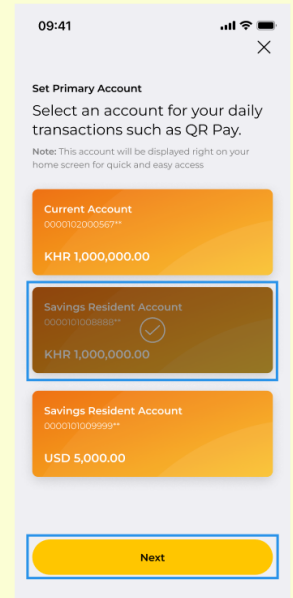
10 Enter OTP, then tap on tick



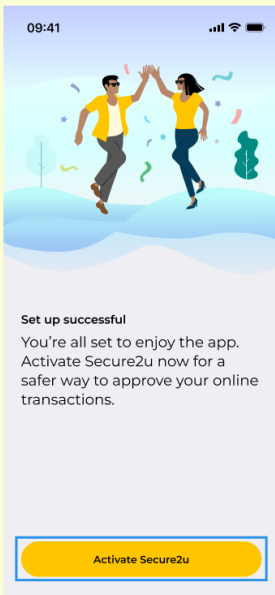
11 Enter desired nickname, then tap on "Next"



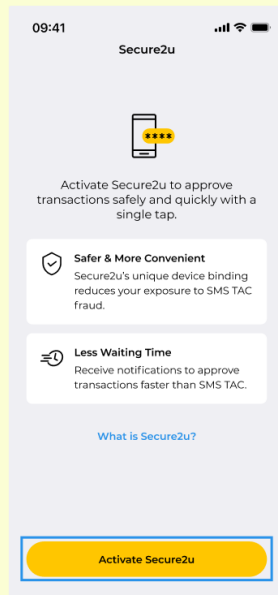
12 Set Primary Account, then tap on "Next"



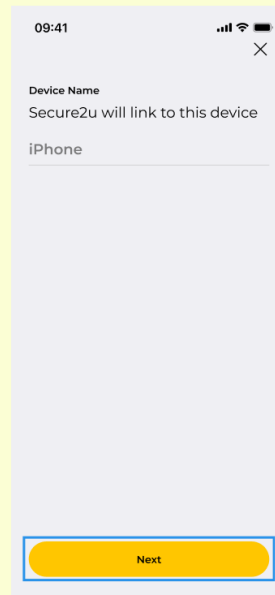
13 Tap on "Activate Secure2u"



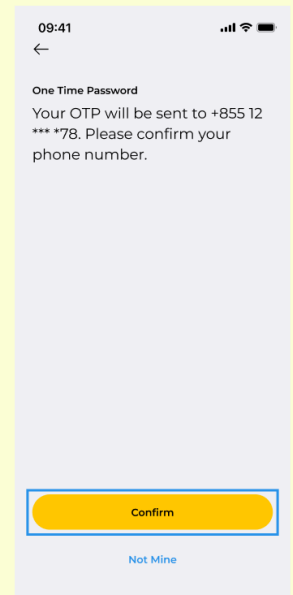
14 Tap on "Activate Secure2u"



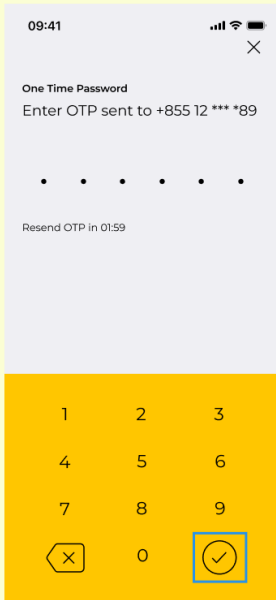
15 Tap on "Next"



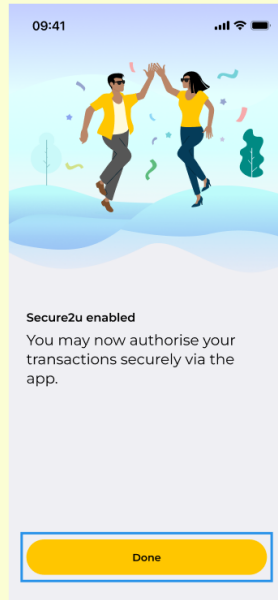
16 Tap on "Confirm"



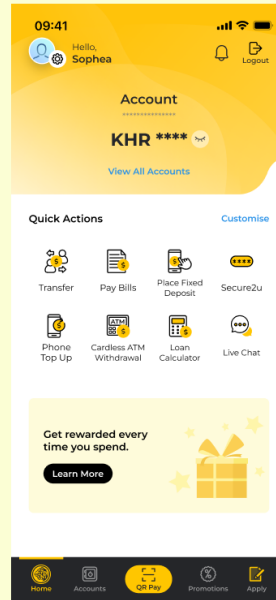
17 Enter OTP, then tap on tick



18 Tap on "Done"



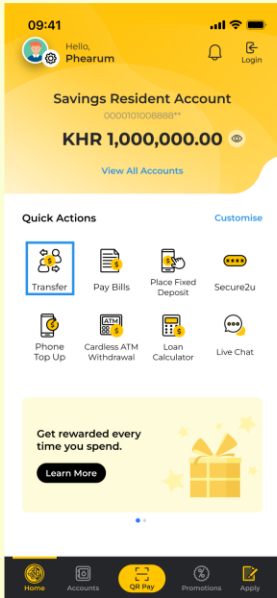
19 Welcome to M2U dashboard!



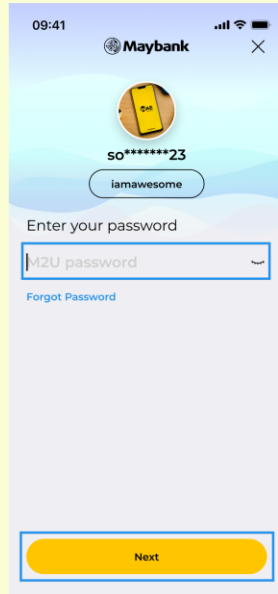
## Description

- Here is a quick guide for customer who wishes to transfer to own account within Maybank Cambodia
- Transaction could be immediate or scheduled (scheduled up to 30 days from present date)

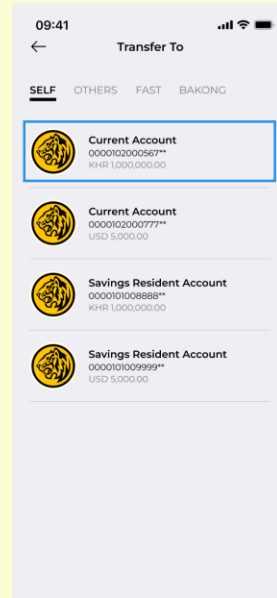
1 Tap on "Transfer"



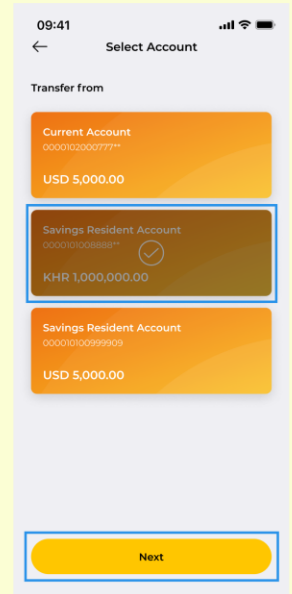
2 Enter your password and tap on "Next"



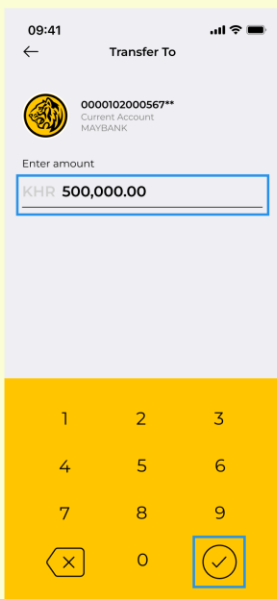
3 Choose account to transfer to



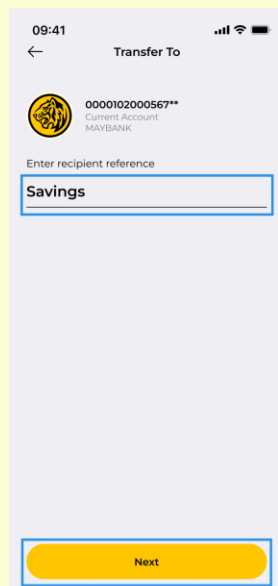
4 Choose account to transfer from, then tap on tick



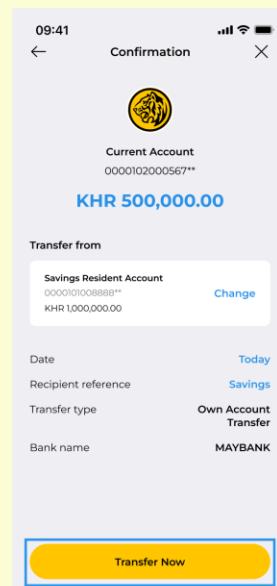
5 Enter transfer amount, then tap on tick



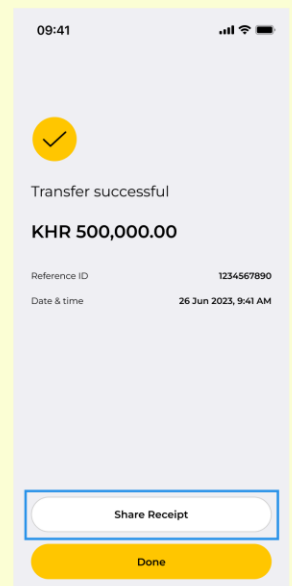
6 Enter recipient reference (optional), then tap on "Next"



7 Tap on "Transfer Now"

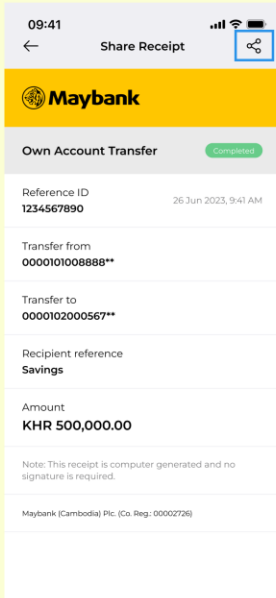


8 Transaction is completed. User may tap on "Share Receipt" (Optional)

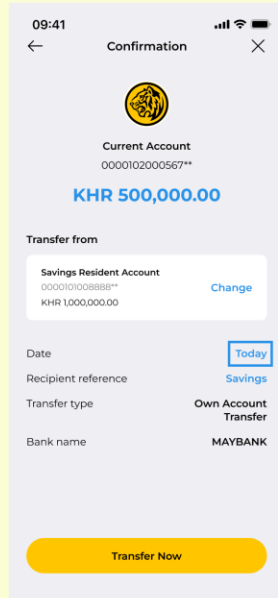




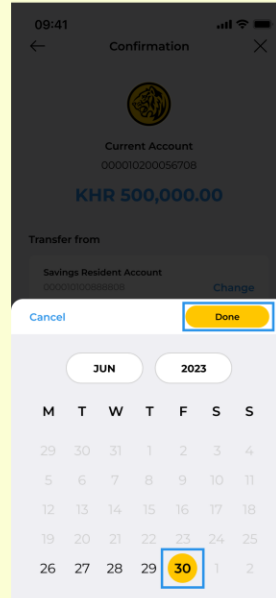
9 Transaction receipt can be shared via available channels (Optional)



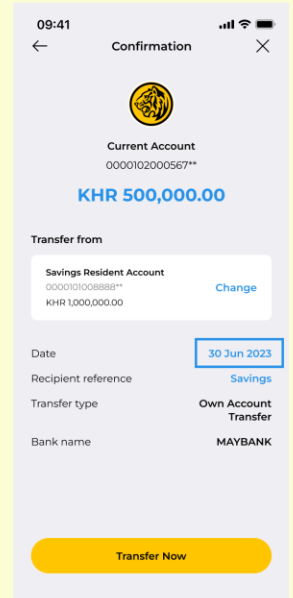
10 [Info 1] At Confirmation, user may tap on "Today" to schedule the transfer



11 [Info 1] Choose desired scheduled date and tap on "Done"



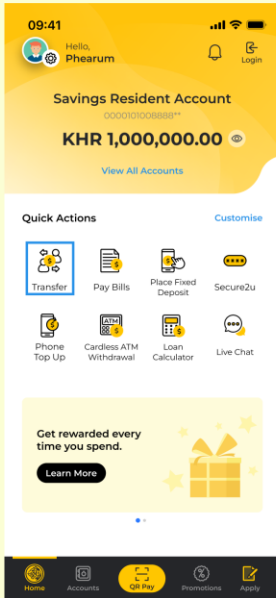
12 [Info 1] The scheduled date will be displayed



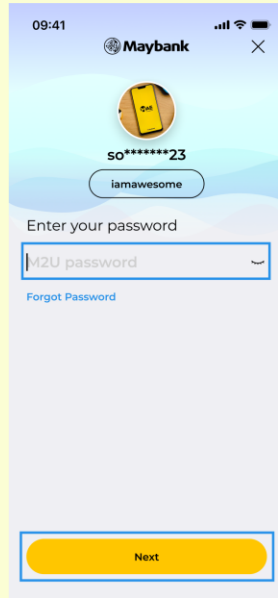
## Description

- Here is a quick guide for customer who wishes to transfer to other account within Maybank Cambodia
- Transaction could be immediate or scheduled (scheduled up to 30 days from present date)

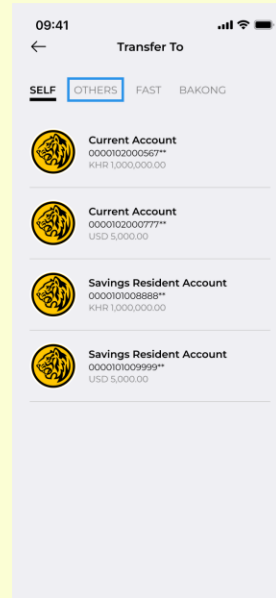
1 Tap on "Transfer"



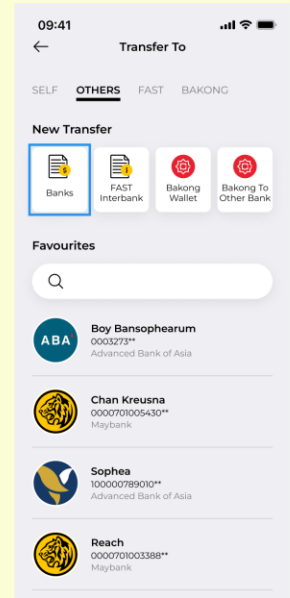
2 Enter your password, then tap on "Next"



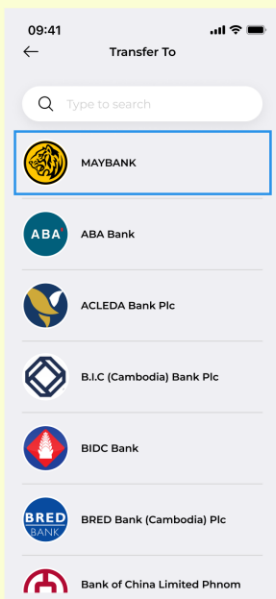
3 Tap on "OTHERS"



4 Tap on "Banks"



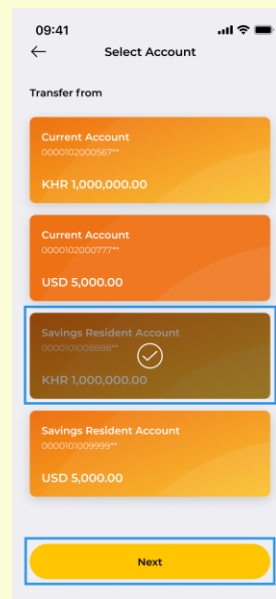
5 Tap on "MAYBANK"



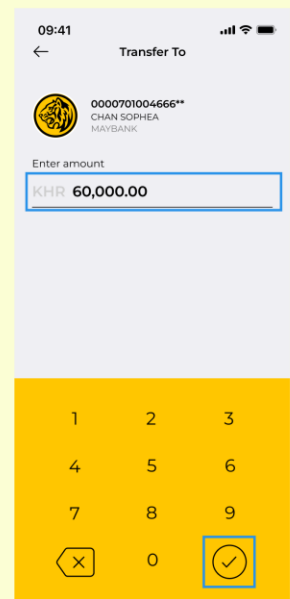
6 Enter beneficiary account number, then tap on tick



7 Choose account to transfer from, then tap on "Next"

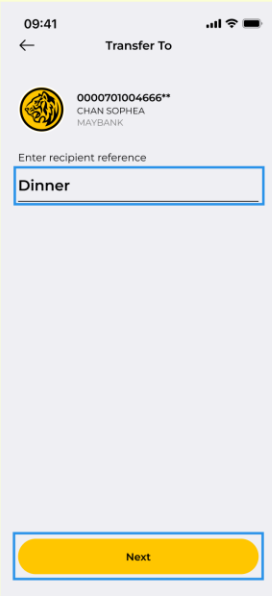


8 Enter transfer amount, then tap on tick

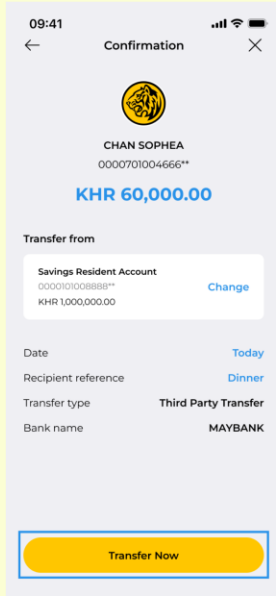


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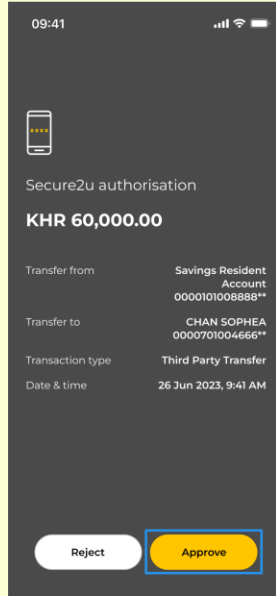
9 Enter recipient reference, then tap on "Next"



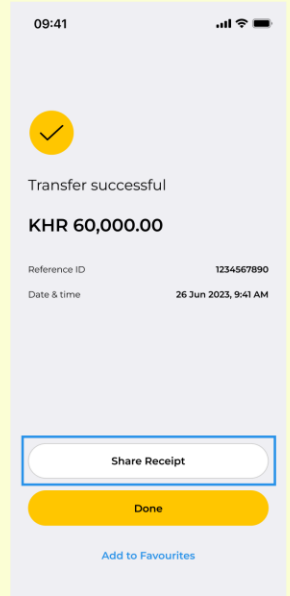
10 Tap on "Transfer Now"



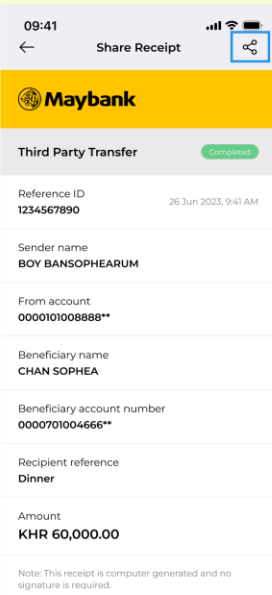
11 Tap on "Approve"



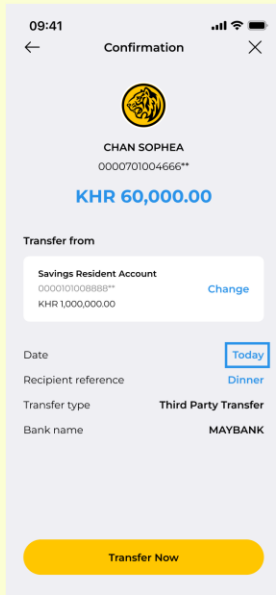
12 Transaction is completed. User may tap on "Share Receipt" (Optional)



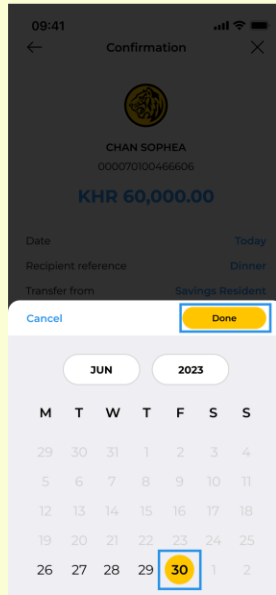
13 Transaction receipt can be shared via available channels (Optional)



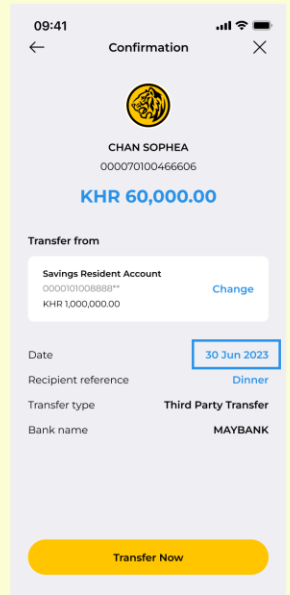
14 [Info 1] At Confirmation, user may tap on "Today" to schedule the transfer



15 [Info 1] Choose desired scheduled date and tap on "Done"



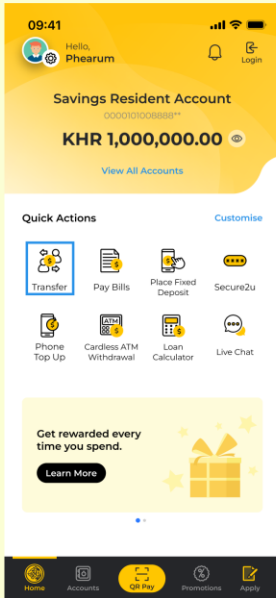
16 [Info 1] The scheduled date will be displayed



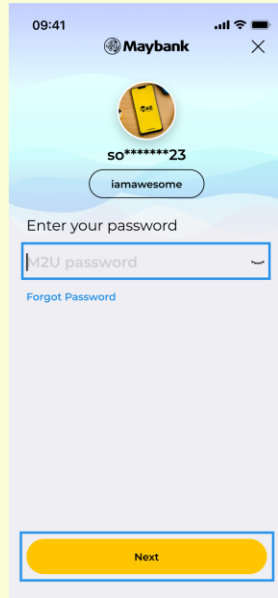
## Description

- Here is a quick guide for customer who wishes to transfer to other bank via National Clearing System
- Transferring may take 1 to 2 business days
- Applicable account is USD

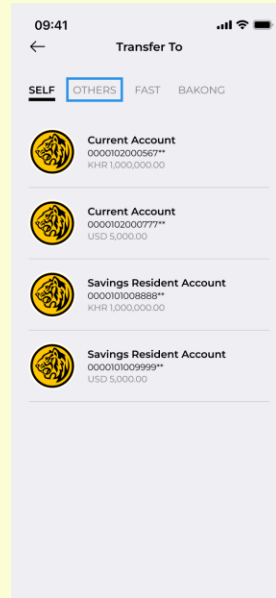
1 Tap on "Transfer"



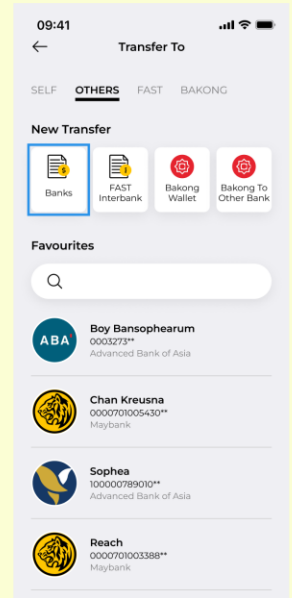
2 Enter your password, then tap on "Next"



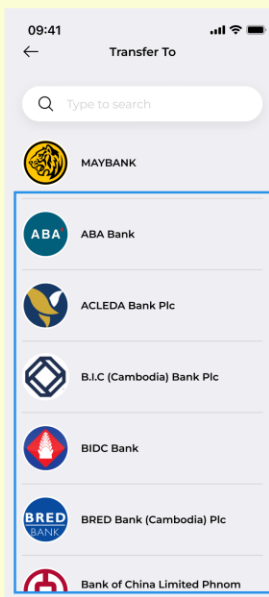
3 Tap on "OTHERS"



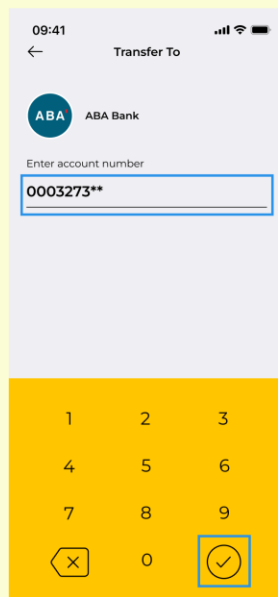
4 Tap on "Banks"



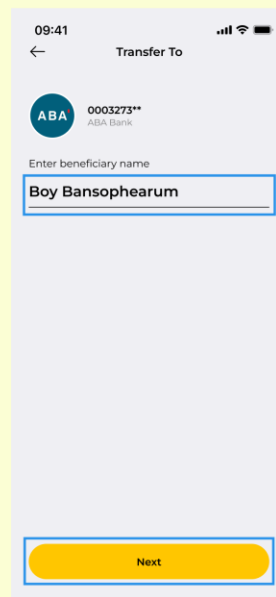
5 Choose beneficiary bank



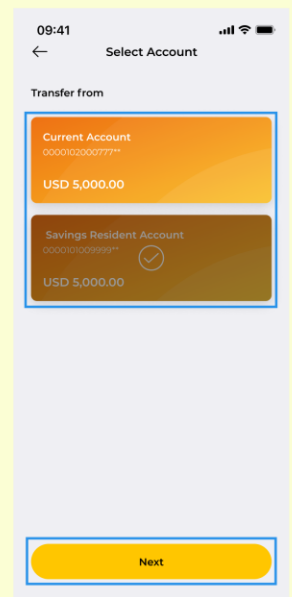
6 Enter beneficiary account number, then tap on tick



7 Enter beneficiary name, then tap on "Next"

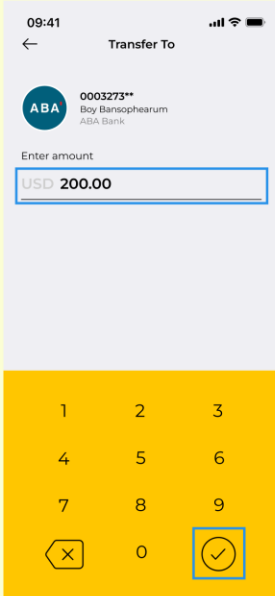


8 Choose account to transfer from, then tap on "Next"



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9 Enter transfer amount, then tap on tick



09:41  
Transfer To

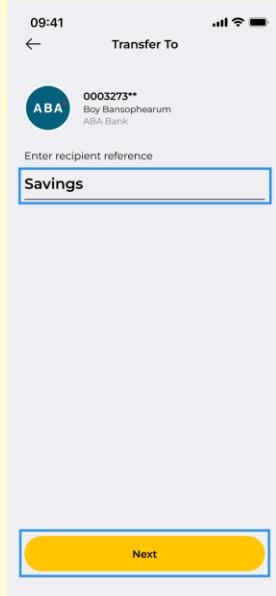
ABA 0003273\*\*  
Boy Bansophearum  
ABA Bank

Enter amount

USD 200.00

1 2 3  
4 5 6  
7 8 9  
X 0 ✓

10 Enter recipient reference, then tap on "Next"



09:41  
Transfer To

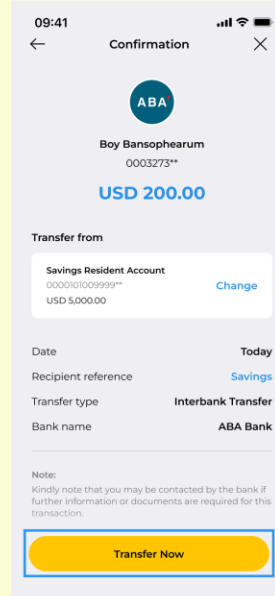
ABA 0003273\*\*  
Boy Bansophearum  
ABA Bank

Enter recipient reference

Savings

Next

11 Tap on "Transfer Now"



09:41  
Confirmation

ABA  
Boy Bansophearum  
0003273\*\*  
USD 200.00

Transfer from

Savings Resident Account  
0000101009999\*\* USD 5,000.00 [Change](#)

Date Today

Recipient reference Savings

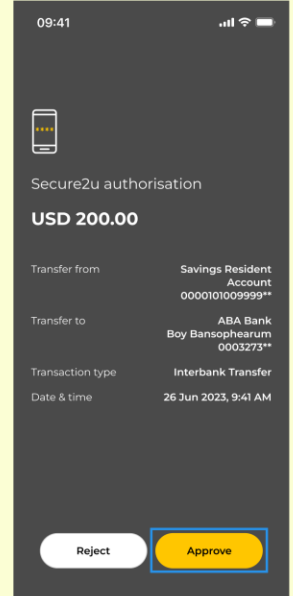
Transfer type Interbank Transfer

Bank name ABA Bank

Note:  
Kindly note that you may be contacted by the bank if further information or documents are required for this transaction.

Transfer Now

12 Tap on "Approve"



09:41

Secure2u authorisation

USD 200.00

Transfer from Savings Resident Account  
0000101009999\*\*

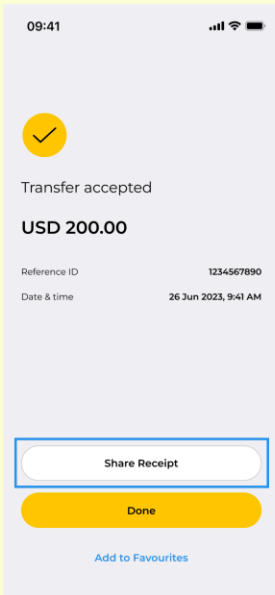
Transfer to ABA Bank  
Boy Bansophearum  
0003273\*\*

Transaction type Interbank Transfer

Date & time 26 Jun 2023, 9:41 AM

Reject Approve

13 Transaction is submitted. User may tap on "Share Receipt" (Optional)



09:41

✓

Transfer accepted

USD 200.00

Reference ID 1234567890

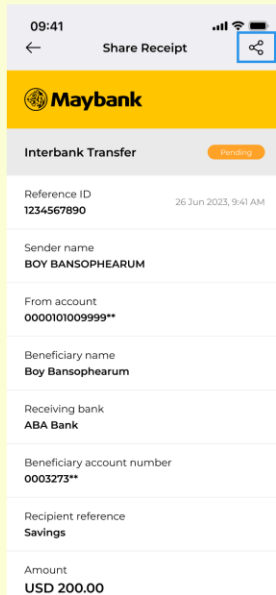
Date & time 26 Jun 2023, 9:41 AM

Share Receipt

Done

Add to Favourites

14 Transaction receipt can be shared via available channels (Optional)



09:41  
Share Receipt

Maybank

Interbank Transfer Pending

Reference ID 1234567890 26 Jun 2023, 9:41 AM

Sender name BOY BANSOPHEARUM

From account 0000101009999\*\*

Beneficiary name Boy Bansophearum

Receiving bank ABA Bank

Beneficiary account number 0003273\*\*

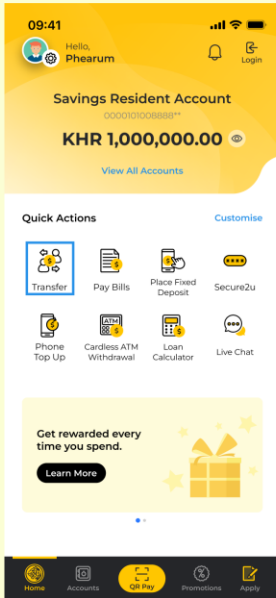
Recipient reference Savings

Amount USD 200.00

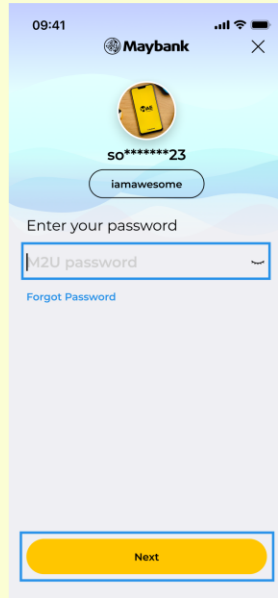
## Description

- Here is a quick guide for customer who wishes to transfer to other bank via FAST Interbank Channel
- Fast Interbank Transfer should take minutes
- Applicable transfer currency is KHR

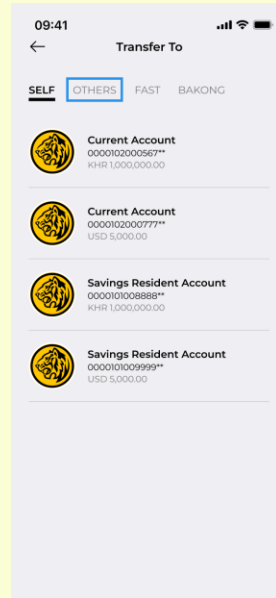
1 Tap on "Transfer"



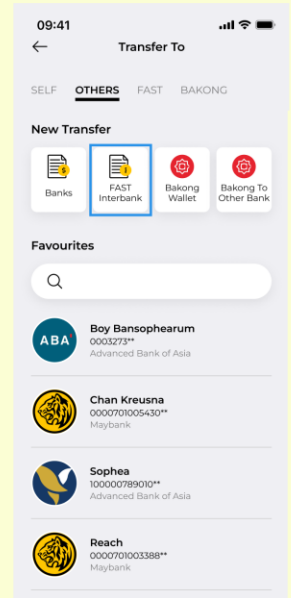
2 Enter your password, then tap on "Next"



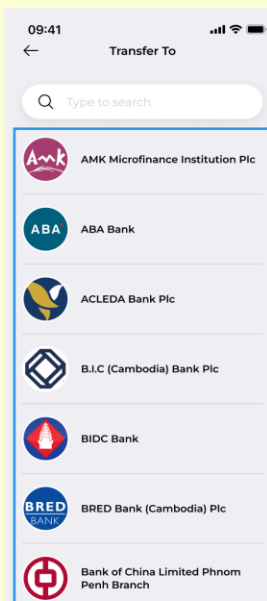
3 Tap on "OTHERS"



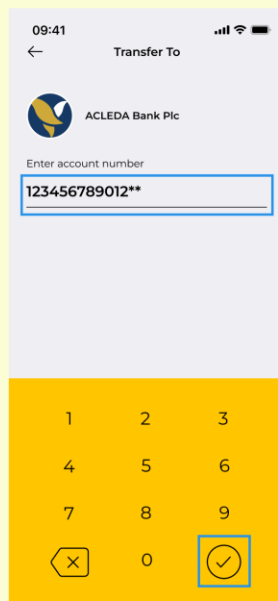
4 Tap on "FAST Interbank"



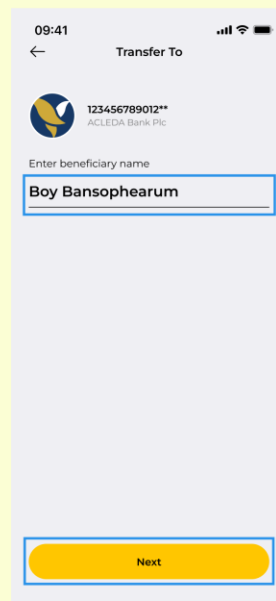
5 Choose beneficiary bank



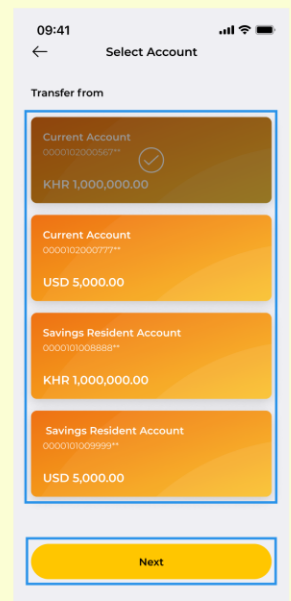
6 Enter beneficiary account number, then tap on tick



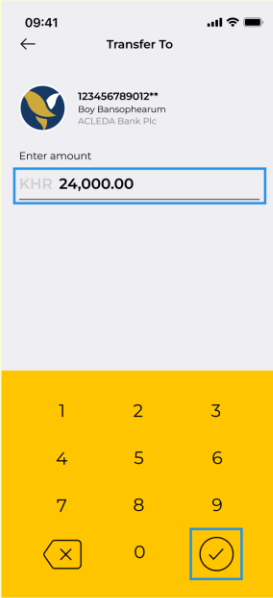
7 Enter beneficiary name, then tap on "Next"



8 Choose account to transfer from, then tap on "Next"



9 Enter transfer amount, then tap on tick



09:41  
Transfer To

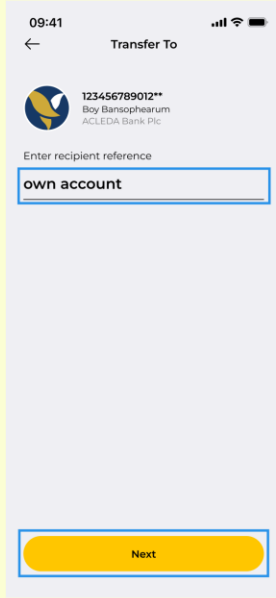
123456789012\*\*  
Boy Bansophearum  
ACLEDA Bank Plc

Enter amount

KHR 24,000.00

1 2 3  
4 5 6  
7 8 9  
X 0 ✓

10 Enter recipient reference, then tap on "Next"



09:41  
Transfer To

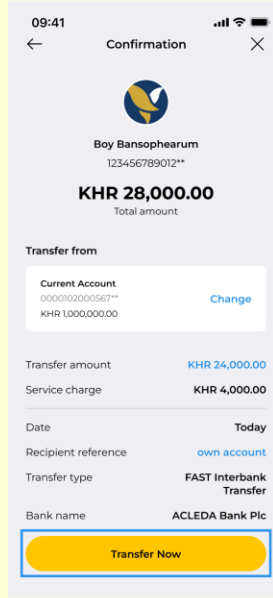
123456789012\*\*  
Boy Bansophearum  
ACLEDA Bank Plc

Enter recipient reference

own account

Next

11 Tap on "Transfer Now"



09:41  
Confirmation

Boy Bansophearum  
123456789012\*\*

**KHR 28,000.00**  
Total amount

Transfer from

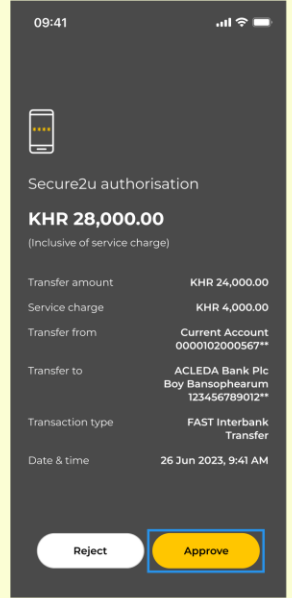
Current Account  
0000102000567\*\*  
KHR 1,000,000.00 [Change](#)

Transfer amount **KHR 24,000.00**  
Service charge **KHR 4,000.00**

Date **Today**  
Recipient reference **own account**  
Transfer type **FAST Interbank Transfer**  
Bank name **ACLEDA Bank Plc**

Transfer Now

12 Tap on "Approve"



09:41

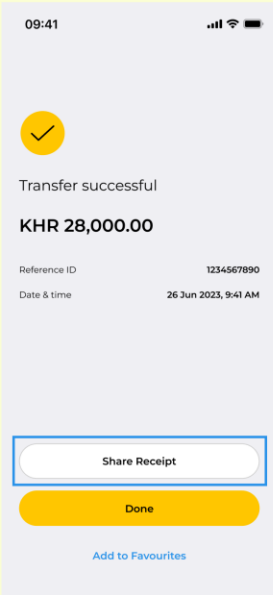
Secure2u authorisation

**KHR 28,000.00**  
(Inclusive of service charge)

Transfer amount **KHR 24,000.00**  
Service charge **KHR 4,000.00**  
Transfer from **Current Account  
0000102000567\*\***  
Transfer to **ACLEDA Bank Plc  
Boy Bansophearum  
123456789012\*\***  
Transaction type **FAST Interbank Transfer**  
Date & time **26 Jun 2023, 9:41 AM**

Reject Approve

13 Transaction is completed. User may tap on "Share Receipt" (Optional)



09:41

✓

Transfer successful

**KHR 28,000.00**

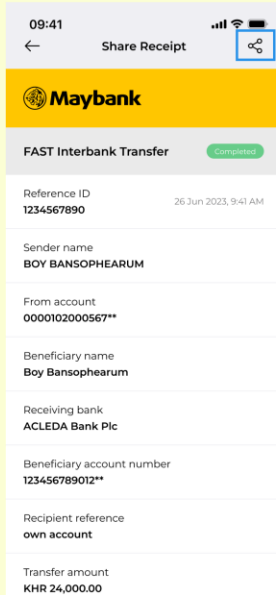
Reference ID **1234567890**  
Date & time **26 Jun 2023, 9:41 AM**

Share Receipt

Done

[Add to Favourites](#)

14 Transaction receipt can be shared via available channels (Optional)



09:41  
Share Receipt

**Maybank**

FAST Interbank Transfer Completed

Reference ID **1234567890** 26 Jun 2023, 9:41 AM

Sender name **BOY BANSOPHEARUM**

From account **0000102000567\*\***

Beneficiary name **Boy Bansophearum**

Receiving bank **ACLEDA Bank Plc**

Beneficiary account number **123456789012\*\***

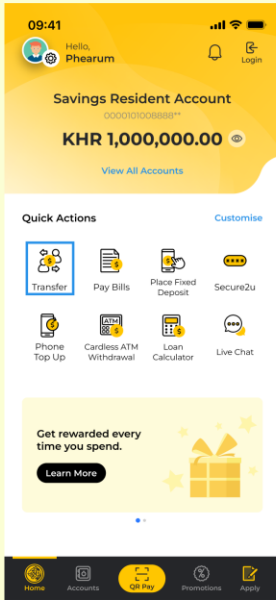
Recipient reference **own account**

Transfer amount **KHR 24,000.00**

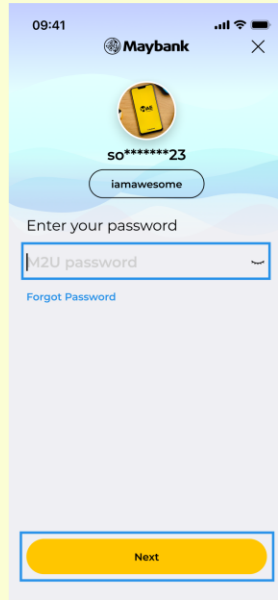
## Description

- Here is a quick guide for customer who wishes to transfer to other bank via Bakong Channel
- Transfer to other banks via Bakong should take minutes

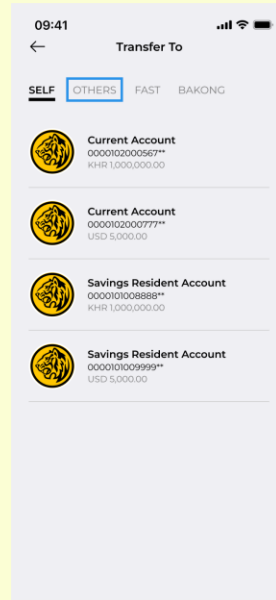
1 Tap on "Transfer"



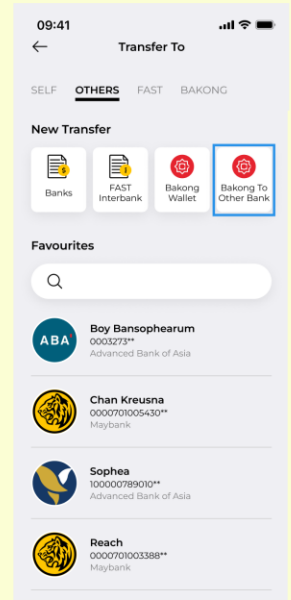
2 Enter your password, then tap on "Next"



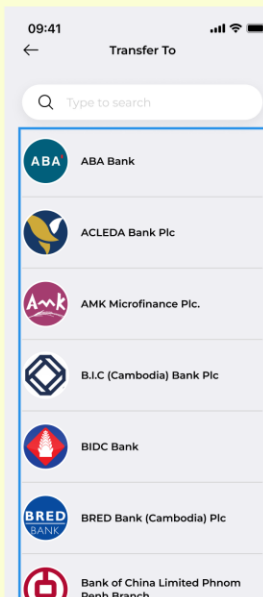
3 Tap on "OTHERS"



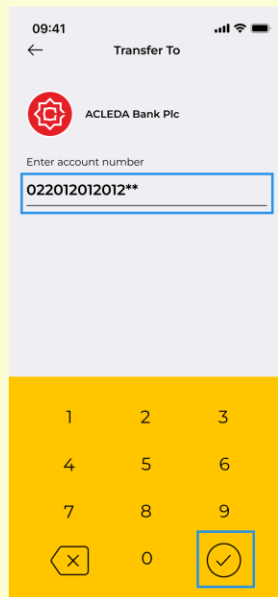
4 Tap on "Bakong To Other Bank"



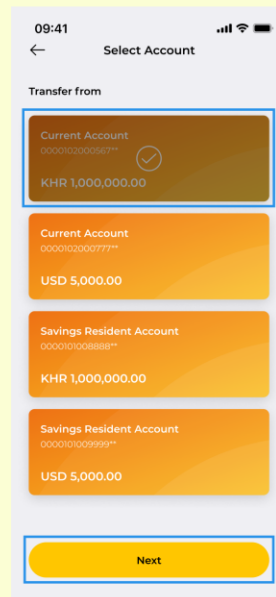
5 Choose beneficiary bank



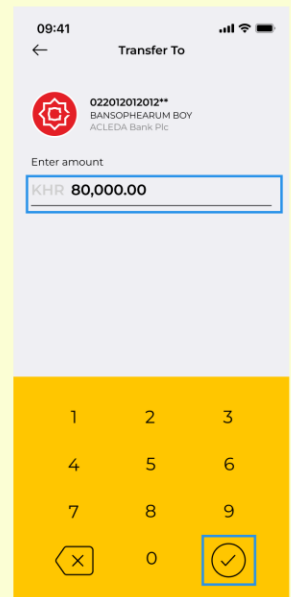
6 Enter beneficiary account number, then tap on tick



7 Choose account to transfer from, then tap on "Next"



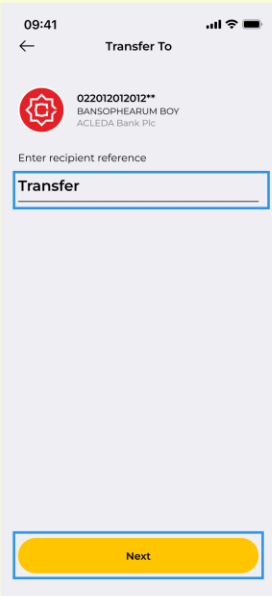
8 Enter transfer amount, then tap on tick



[Go Back to First Page ↑](#)



9 Enter recipient reference, then tap on "Next"



09:41  
Transfer To

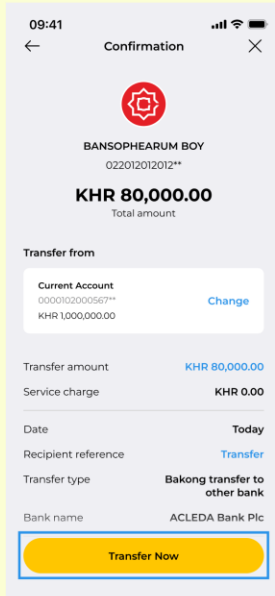
022012012012\*\*  
BANSOPHEARUM BOY  
ACLEDA Bank Plc

Enter recipient reference

Transfer

Next

10 Tap on "Transfer Now"



09:41  
Confirmation

BANSOPHEARUM BOY  
022012012012\*\*

**KHR 80,000.00**  
Total amount

Transfer from

Current Account  
0000102000567\*\*  
KHR 1,000,000.00 [Change](#)

Transfer amount **KHR 80,000.00**

Service charge **KHR 0.00**

Date **Today**

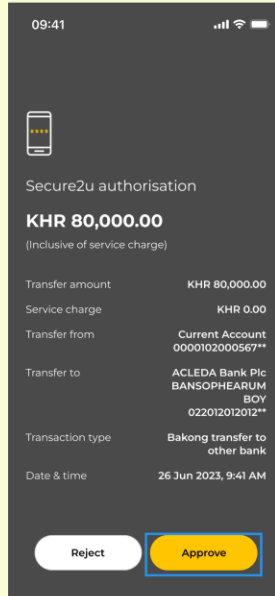
Recipient reference **Transfer**

Transfer type **Bakong transfer to other bank**

Bank name **ACLEDA Bank Plc**

Transfer Now

11 Tap on "Approve"



09:41

Secure2u authorisation

**KHR 80,000.00**  
(Inclusive of service charge)

Transfer amount **KHR 80,000.00**

Service charge **KHR 0.00**

Transfer from **Current Account  
0000102000567\*\***

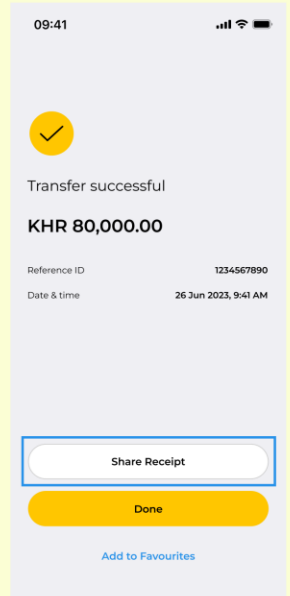
Transfer to **ACLEDA Bank Plc  
BANSOPHEARUM  
BOY  
022012012012\*\***

Transaction type **Bakong transfer to other bank**

Date & time **26 Jun 2023, 9:41 AM**

Reject Approve

12 Transaction is completed. User may tap on "Share Receipt" (Optional)



09:41

Transfer successful

**KHR 80,000.00**

Reference ID **1234567890**

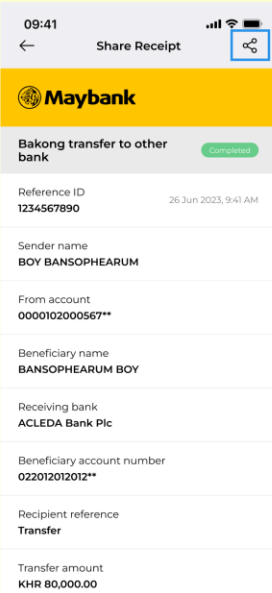
Date & time **26 Jun 2023, 9:41 AM**

Share Receipt

Done

[Add to Favourites](#)

13 Transaction receipt can be shared via available channels (Optional)



09:41  
Share Receipt

**Maybank**

**Bakong transfer to other bank** Completed

Reference ID **1234567890** 26 Jun 2023, 9:41 AM

Sender name **BOY BANSOPHEARUM**

From account **0000102000567\*\***

Beneficiary name **BANSOPHEARUM BOY**

Receiving bank **ACLEDA Bank Plc**

Beneficiary account number **022012012012\*\***

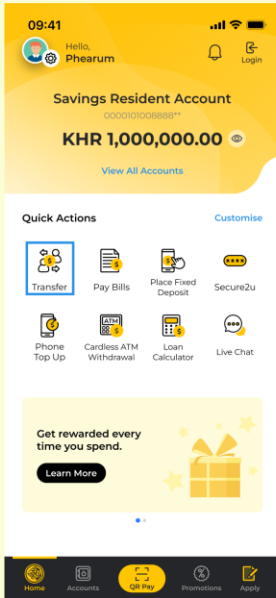
Recipient reference **Transfer**

Transfer amount **KHR 80,000.00**

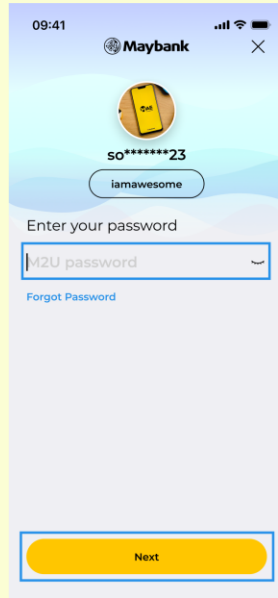
## Description

- Here is a quick guide for customer who wishes to transfer to Bakong Wallet
- Transfer to Bakong Wallet should take minutes

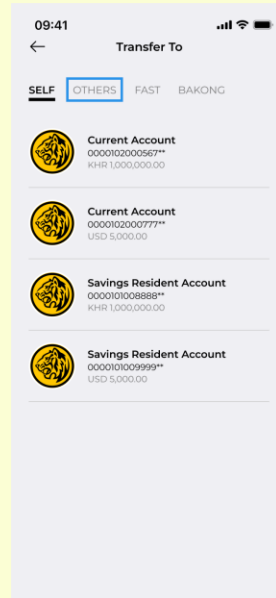
1 Tap on "Transfer"



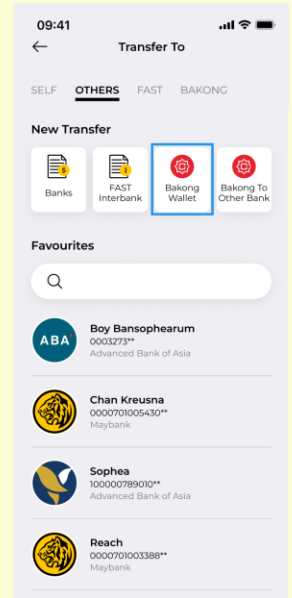
2 Enter your password, then tap on "Next"



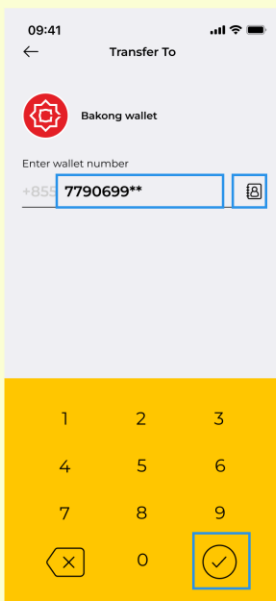
3 Tap on "OTHERS"



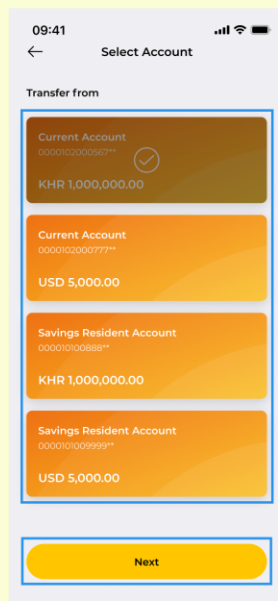
4 Tap on "Bakong Wallet"



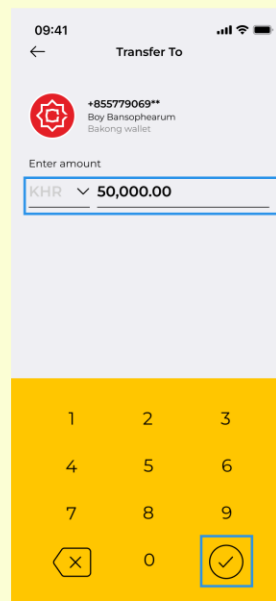
5 Enter wallet number or browse from phonebook, then tap on tick



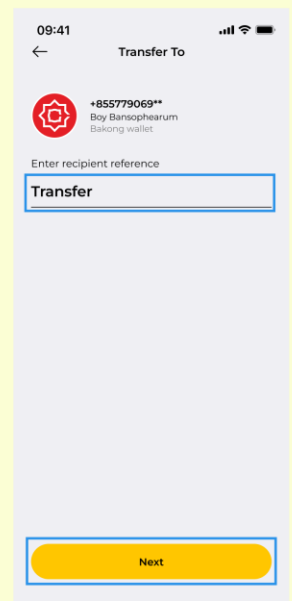
6 Choose account to transfer from and tap on "Next"



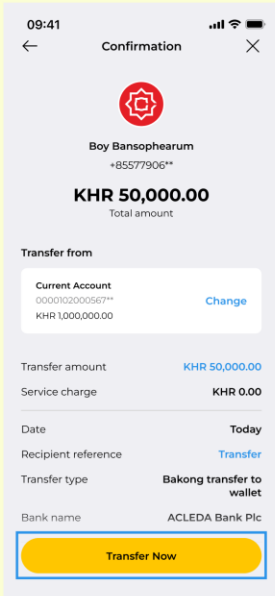
7 Choose currency and enter transfer amount, then tap on tick



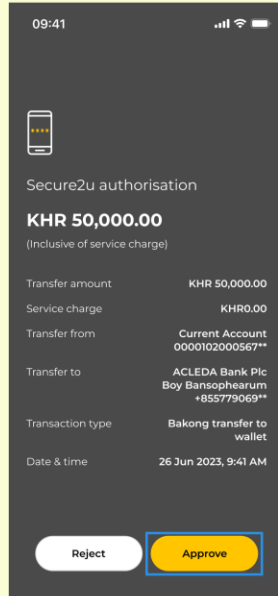
8 Enter recipient reference, then tap on "Next"



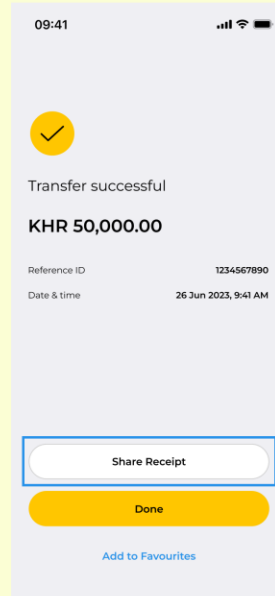
9 Tap on "Transfer Now"



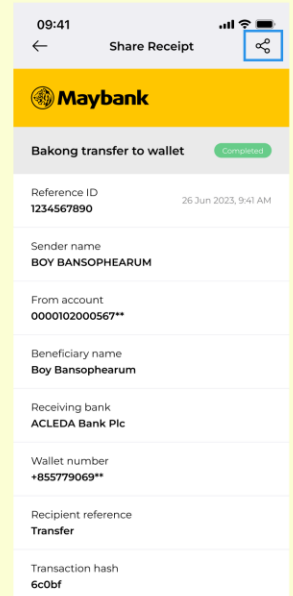
10 Tap on "Approve"



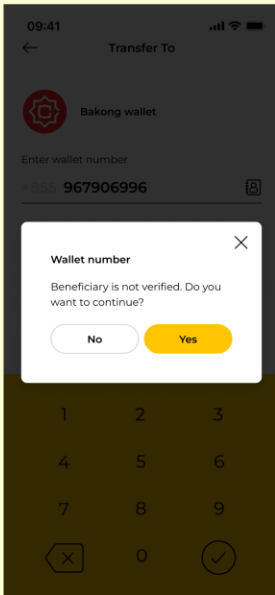
11 Transaction is completed. User may tap on "Share Receipt" (Optional)



12 Transaction receipt can be shared via available channels (Optional)



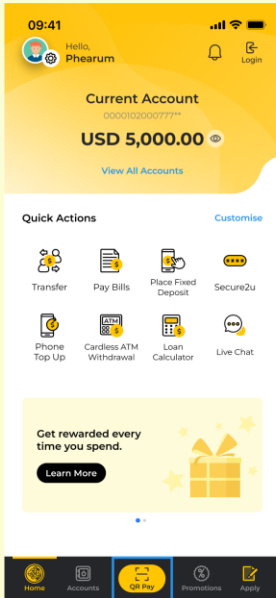
13 [Info 1] at step 5, this confirmation would pop up if wallet is not verified



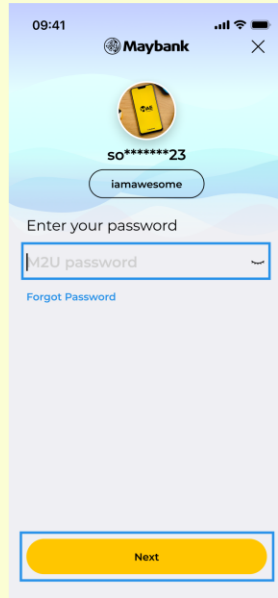
## I. QR Payment - Activation

- Here is a quick guide for customer who wishes activate QR Payment
- Customer could set up QR payment that would perform seamlessly without entering the password up to USD 500 or equivalent

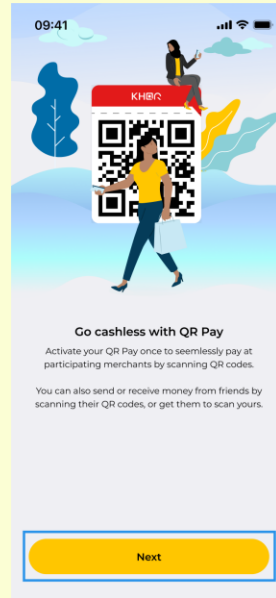
1 Tap on "QR Pay"



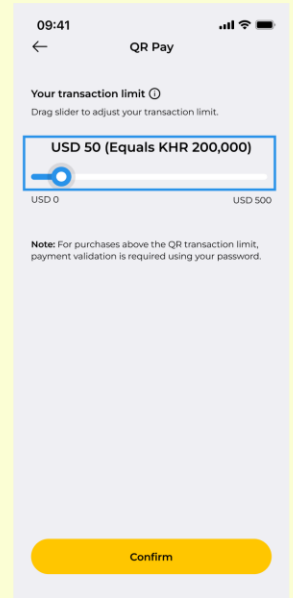
2 Enter your password and tap on "Next"



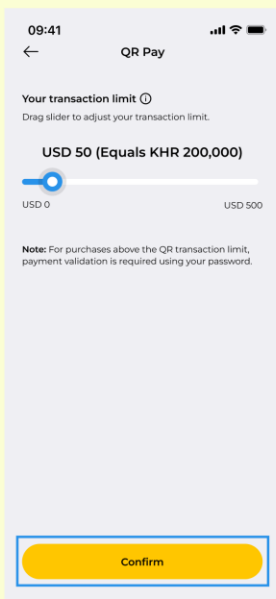
3 Tap on "Next"



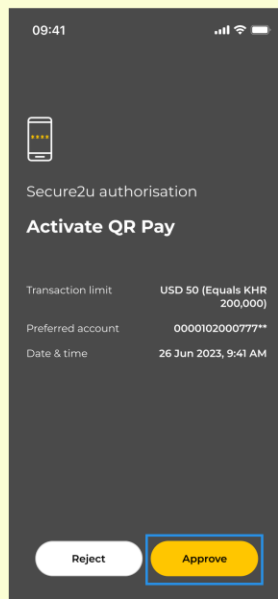
4 Choose desired QR transaction limit that would be performed without password



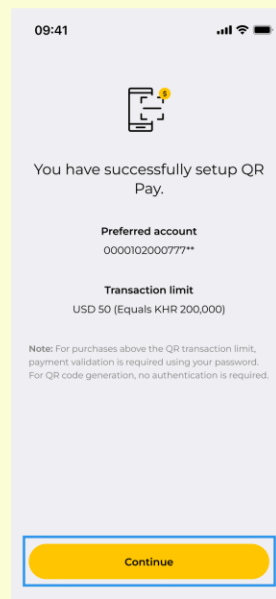
5 Tap on "Confirm"



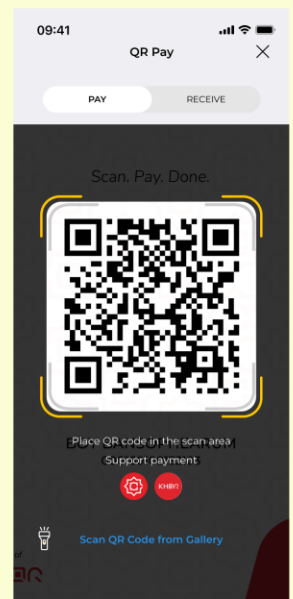
6 Tap on "Approve"



7 You are all set! Tap on "Continue" to perform the transaction



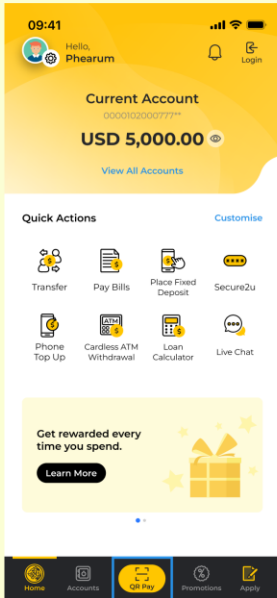
8 QR scanning is launch. Scan to make desired payment



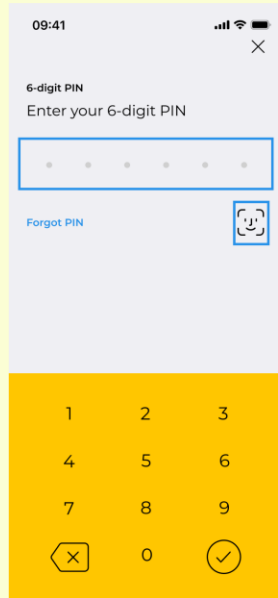
## II. QR Payment - Making Payment to KHQR

- Here is a quick guide for customer who wishes to perform payment via QR
- Customer could perform QR payment to Maybank KHQR and KHQR of all members

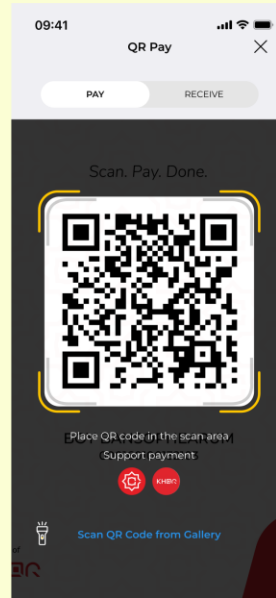
1 Tap on "QR Pay"



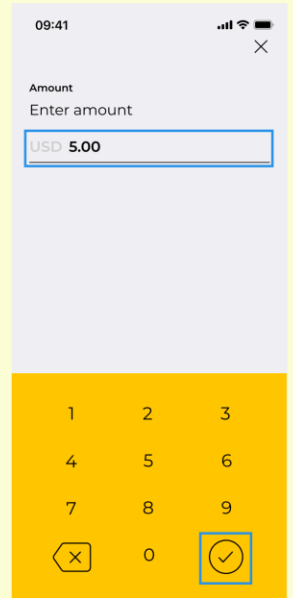
2 Login via Biometric or PIN



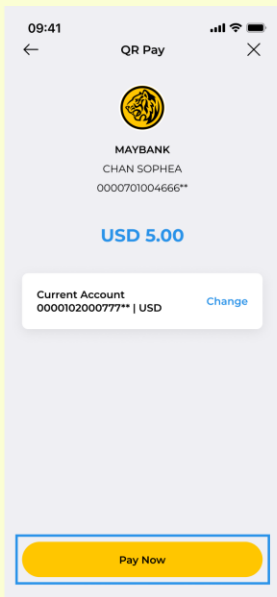
3 Scan desired KHQR code from all KHQR members



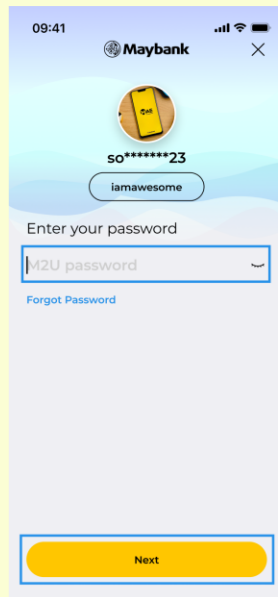
4 Enter payment amount, then tap on tick



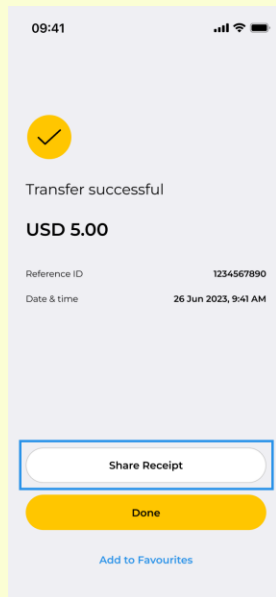
5 Tap on "Pay Now"



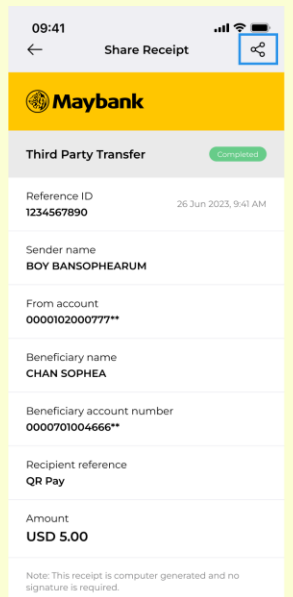
6 Enter password, then tap on "Next" (If higher than Password-less Limit)



7 Transaction is completed. User may tap on "Share Receipt" (Optional)



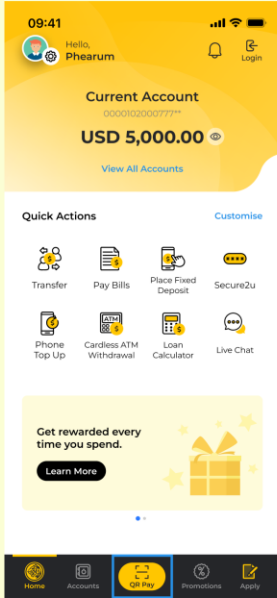
8 Transaction receipt can be shared via available channels (Optional)



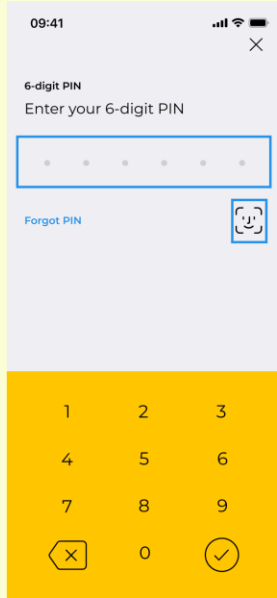
## III. QR Payment - Receiving Payment via KHQR

- Here is a quick guide for new customer who wishes to generate KHQR to receive payment
- Once QR is generated, customer may present to QR to receive payment from Maybank customer and all KHQR members

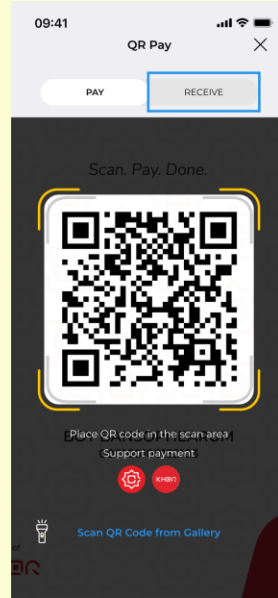
1 Tap on "QR Pay"



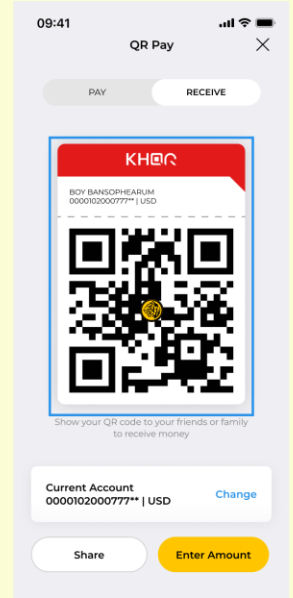
2 Login via Biometric or PIN



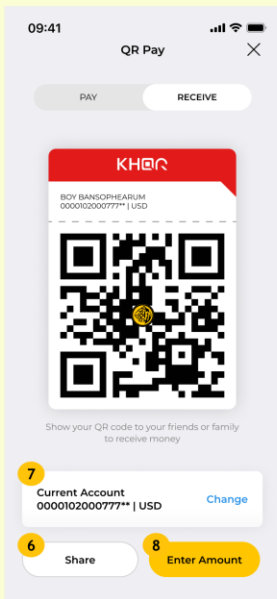
3 Tap on "Receive"



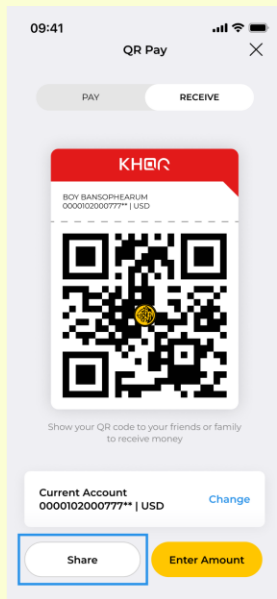
4 KHQR is generated. Present to receive payment from all KHQR members



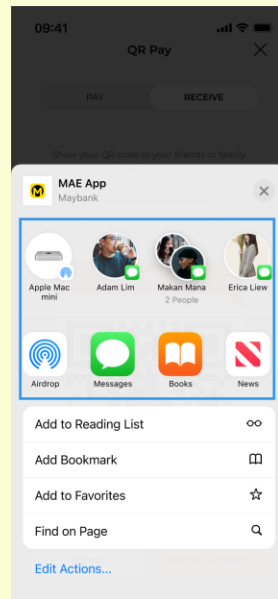
5 [Info] User may share KHQR, change receiving account, or enter amount



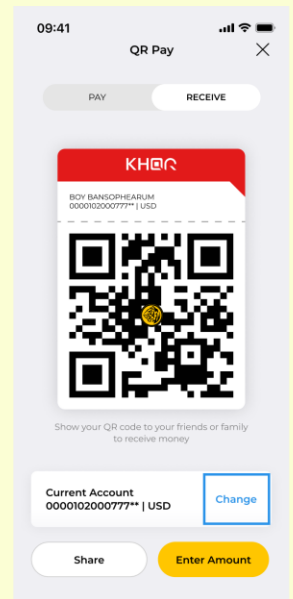
6 [Info 1] Tap on "Share" to share KHQR to available channels



6.1 Choose desired channel / recipient to send to

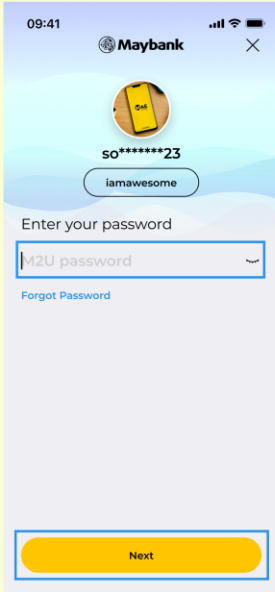


7 [Info 2] Tap on "Change" to change Receiving Account

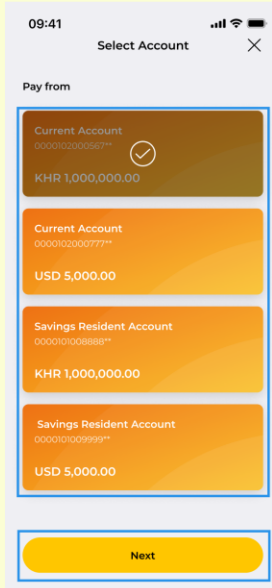


## III. QR Payment - Receiving Payment via kHQR (Cont.)

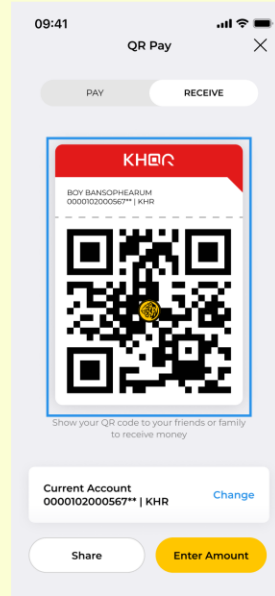
7.1 Enter your password, then tap on "Next"



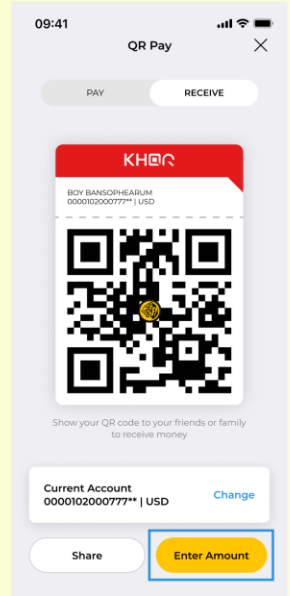
7.2 Choose desired receiving account, then tap on "Next"



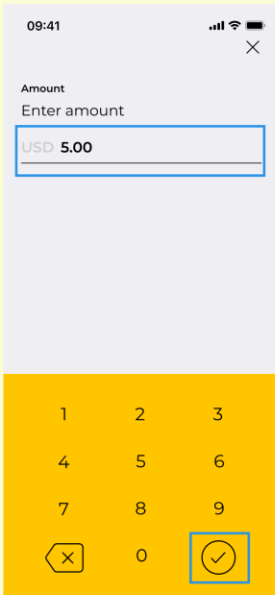
7.3 Receiving account has been changed successfully



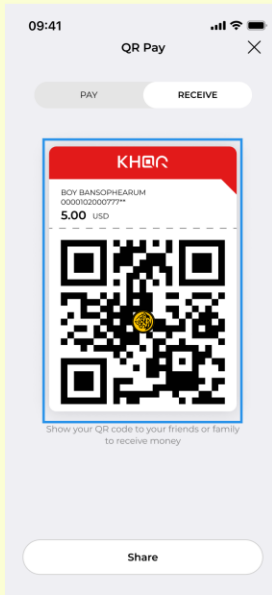
8 [Info 3] Tap on "Enter Amount" to generate QR with amount



8.1 Enter amount, then tap on tick



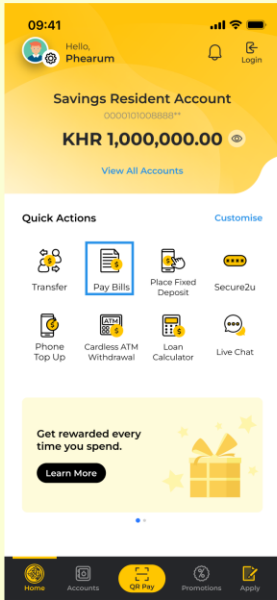
8.2 kHQR with amount has been generated successfully.



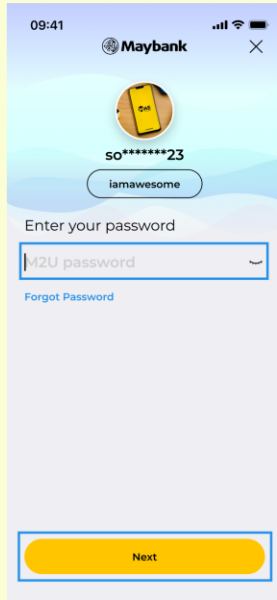
## Description

- Here is a quick guide for customer who wishes to pay bills via M2U
- Transaction could be immediate or scheduled (scheduled up to 30 days from present date)

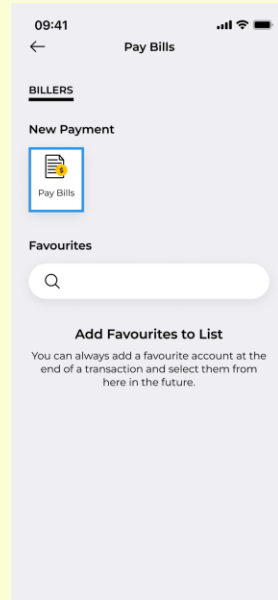
1 Tap on "Pay Bills"



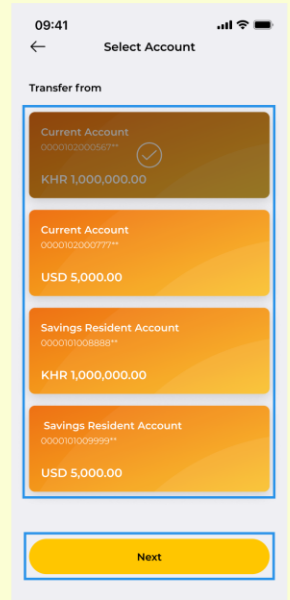
2 Enter your password, then tap on "Next"



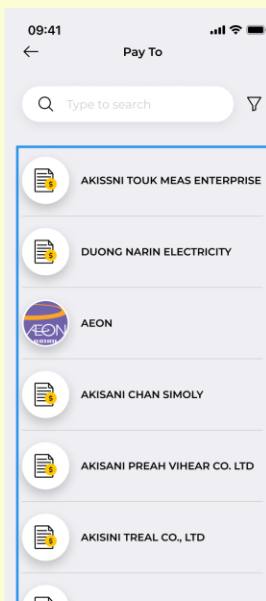
3 Tap on "Pay Bills"



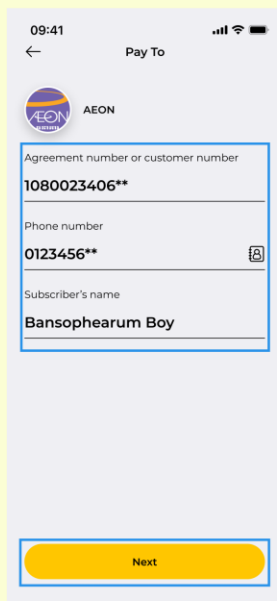
4 Choose account to pay from, then tap on "Next"



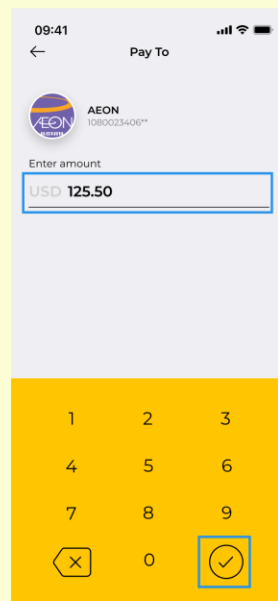
5 Choose biller to pay to



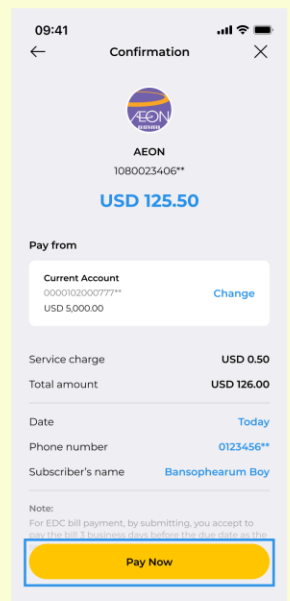
6 Enter billing information, then tap on "Next"



7 Enter payment amount, then tap on tick

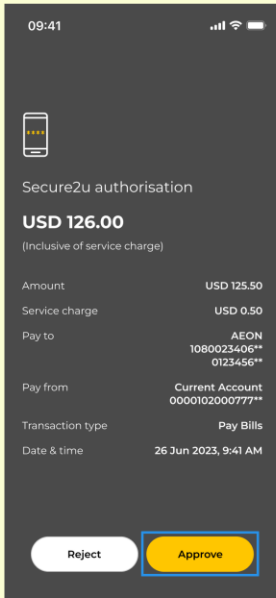


8 Tap on "Pay Now"

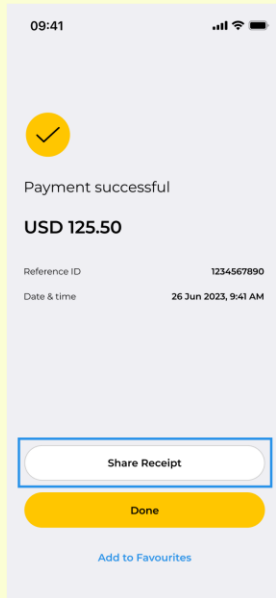




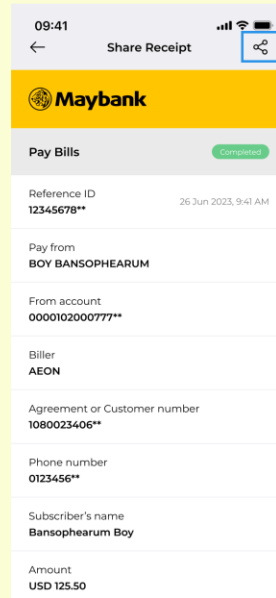
9 Tap on "Approve"



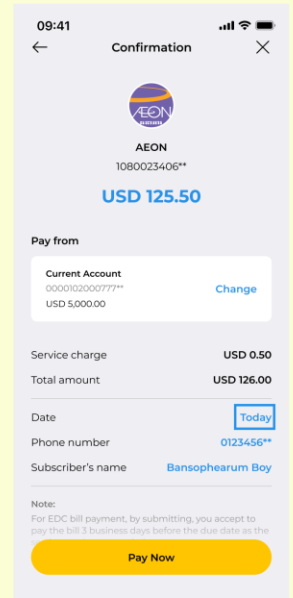
10 Transaction is completed. User may tap on "Share Receipt" (Optional)



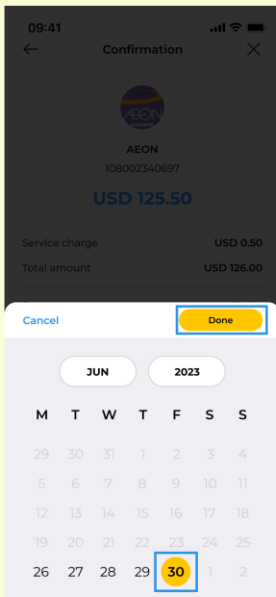
11 Transaction receipt can be shared via available channels (Optional)



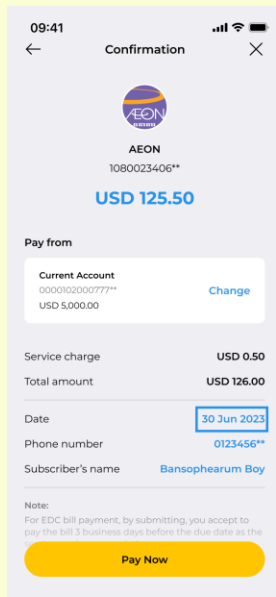
12 [Info 1] At Confirmation, user may tap on "Today" to schedule the payment



13 [Info 1] Choose desired scheduled date and tap on "Done"



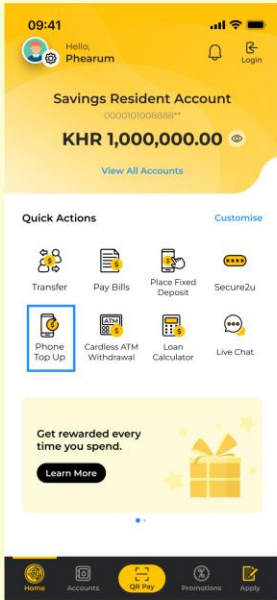
14 [Info 1] The scheduled date will be displayed.



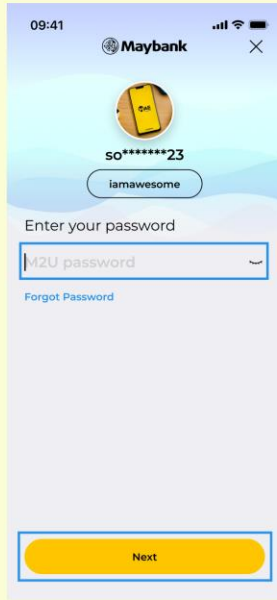
## Description

- Here is a quick guide for customer who wishes to pinless top up via M2U
- PINless is an immediate top up to the phone number itself

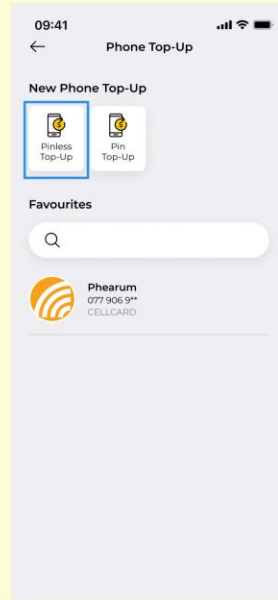
1 Tap on "Phone Top Up"



2 Enter your password, then tap on "Next"



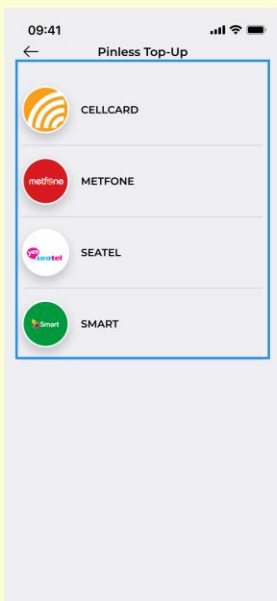
3 Tap on "Pinless Phone Top-Up"



4 Chosse account to pay from, then tap on "Next"



5 Choose Operator



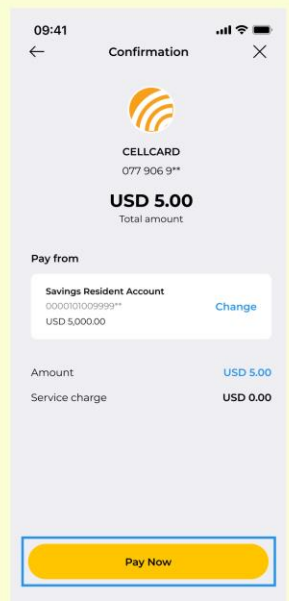
6 Enter recipient phone number manually or via phonebook, then tap on tick



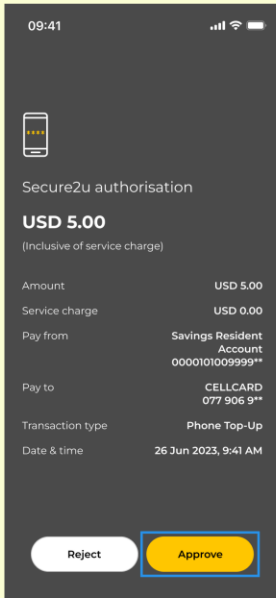
7 Choose top up amount, then tap on "Next"



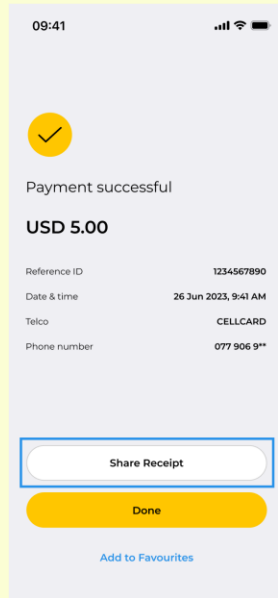
8 Tap on "Pay Now"



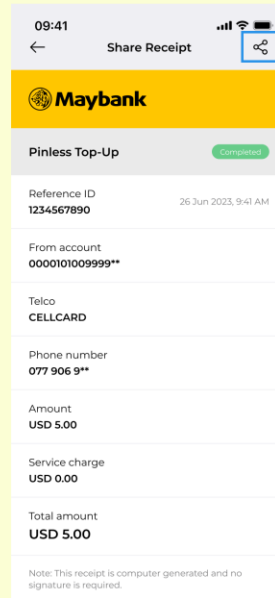
9 Tap on "Approve"



10 Transaction is completed. User may tap on "Share Receipt" (Optional)



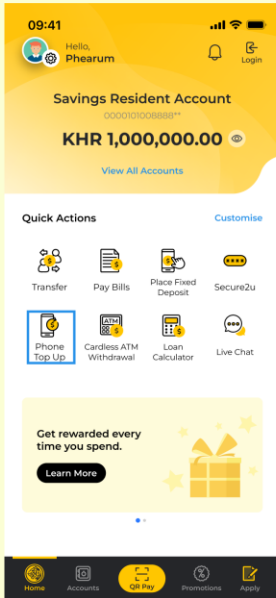
11 Transaction receipt can be shared via available channels (Optional)



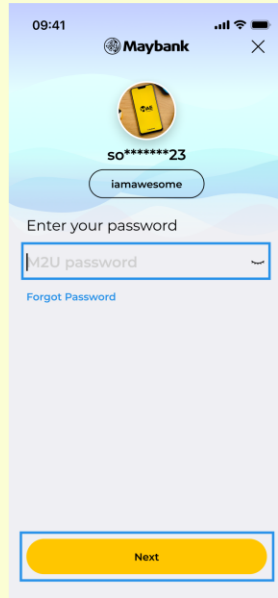
## Description

- Here is a quick guide for customer who wishes to pin phone top up via M2U
- Pin phone top up is a purchase for pin card code, which could be used to perform top up later

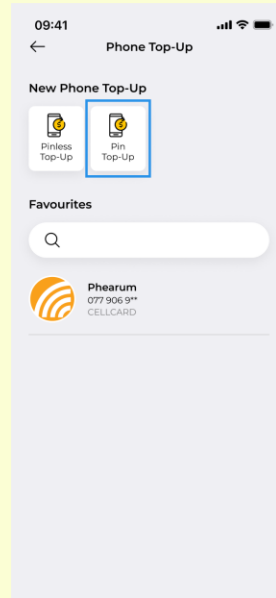
1 Tap on "Transfer"



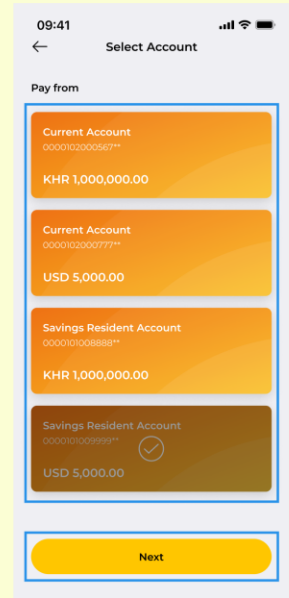
2 Enter your password and tap on "Next"



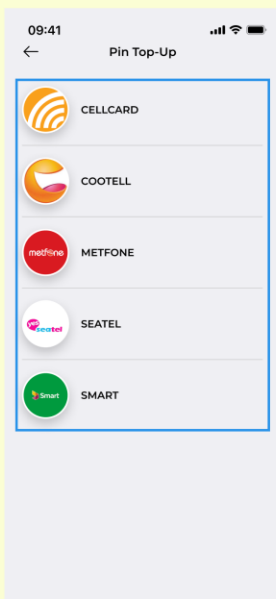
3 Tap on "Pinless Phone Top-Up"



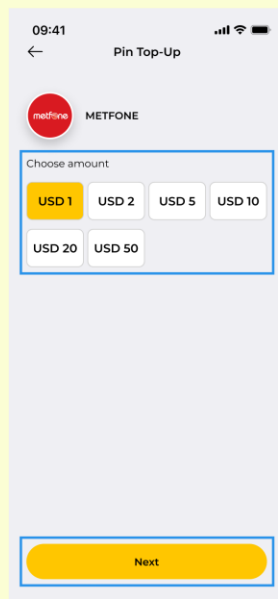
4 Chosse account to pay from, then tap on "Next"



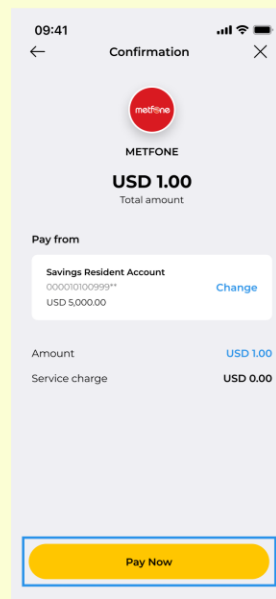
5 Choose Operator



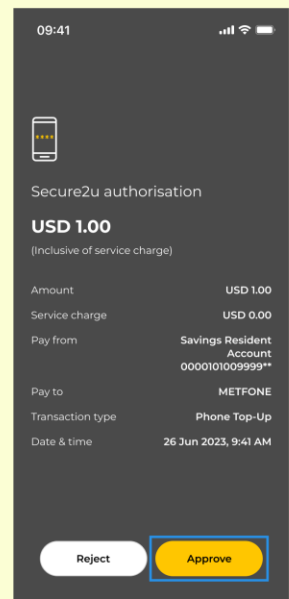
6 Choose desired amount to top up, then tap on "Next"



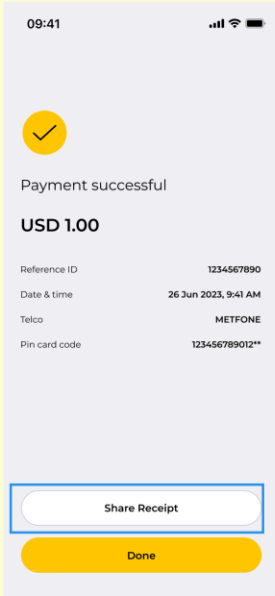
7 Tap on "Pay Now"



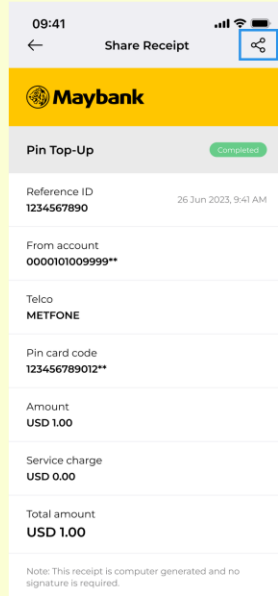
8 Tap on "Approve"



9 Transaction is completed. User may tap on "Share Receipt" (Optional)



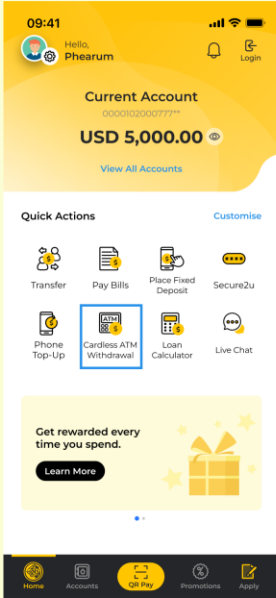
10 Transaction receipt can be shared via available channels (Optional)



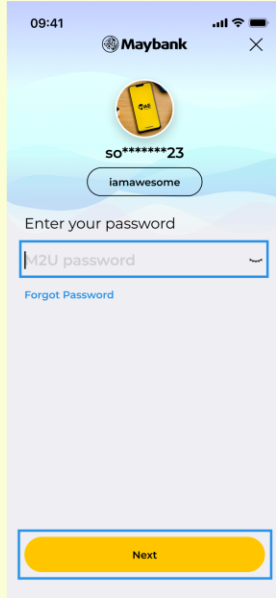
## Description

- Here is a quick guide for customer who wishes to perform Cardless ATM Withdrawal
- Once the transaction is completed from M2U, user may forward the withdrawal code received via SMS to recipient so recipient may visit nearby Maybank ATM to perform withdrawal within 24 hours.
- Applicable account and currency is USD

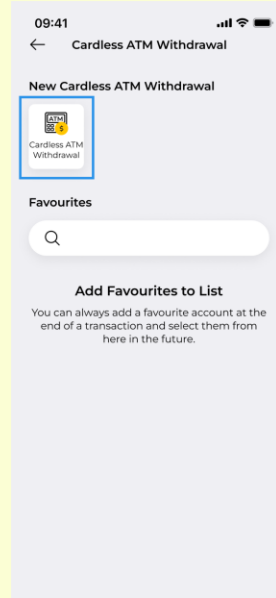
1 Tap on "Cardless ATM Withdrawal"



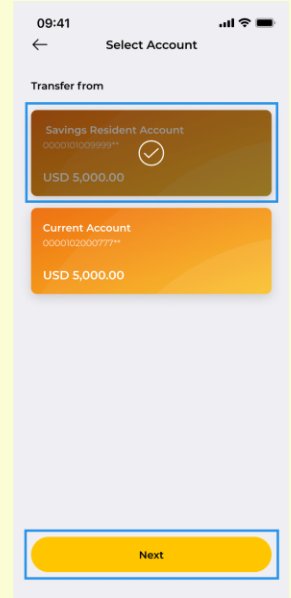
2 Enter your password and tap on "Next"



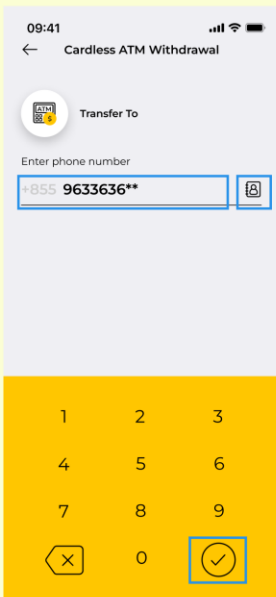
3 Tap on "Cardless ATM Withdrawal"



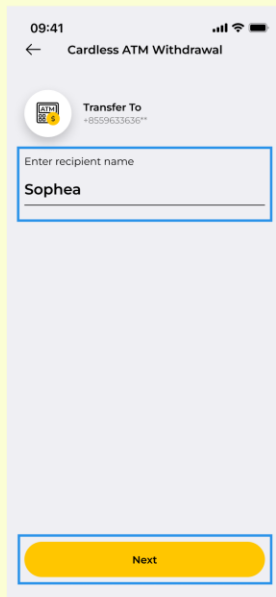
4 Choose account to withdraw from, then tap on "Next"



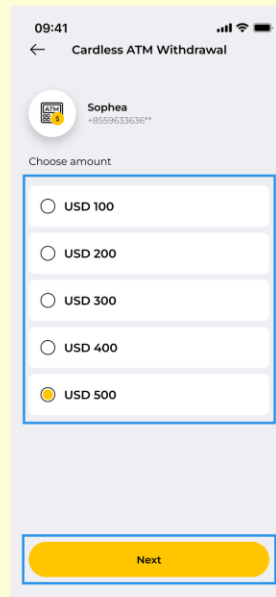
5 Enter recipient phone number manually or via phonebook, then tap on tick



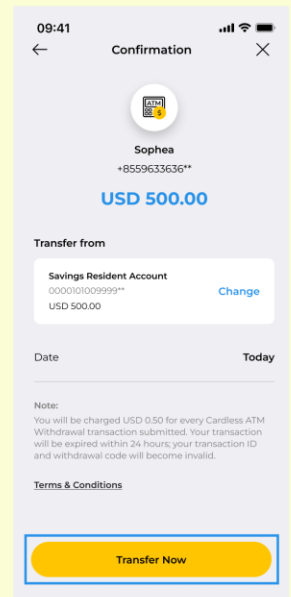
6 Enter recipient name, then tap on "Next"



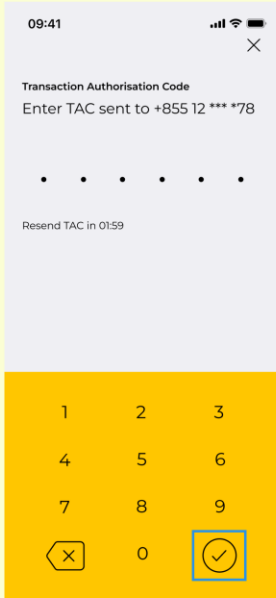
7 Choose transfer amount, then tap on "Next"



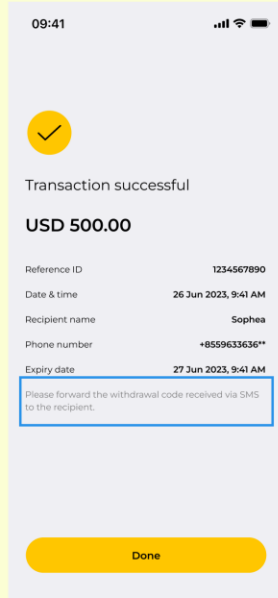
8 Tap on "Transfer Now"



9 Enter TAC, then tap on tick



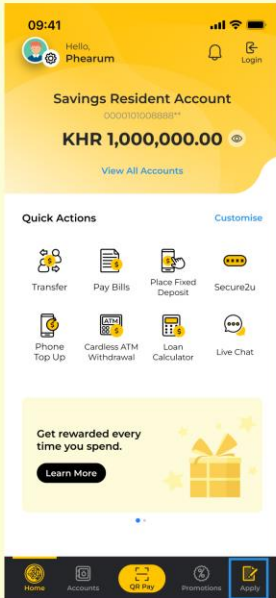
10 Transaction is completed. Please forward the withdrawal code received via SMS to Recipient.



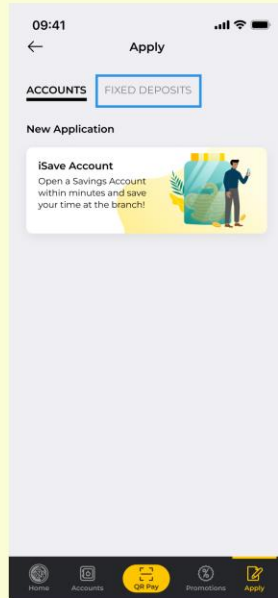
## Description

- Here is a quick guide for customer who wishes to perform Fixed Deposit placement via M2U
- Available currencies are KHR and USD

1 Tap on "Apply"



2 Tap on "FIXED DEPOSITS"



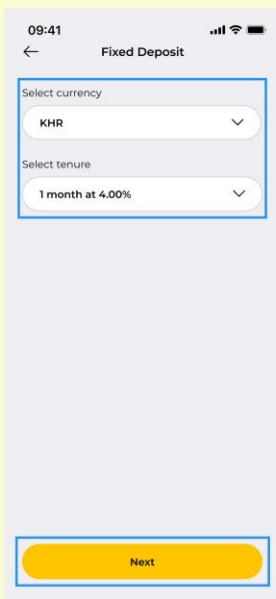
3 Tap on Fixed Deposit Account



4 Enter your password, then tap on "Next"



5 Choose desired account currency and tenure, then tap on "Next"



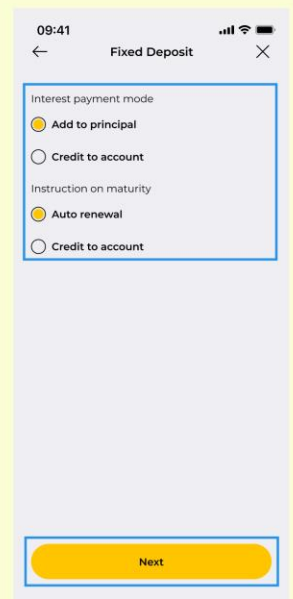
6 Choose account to transfer from, then tap on "Next"



7 Enter desired placement amount and tap on tick

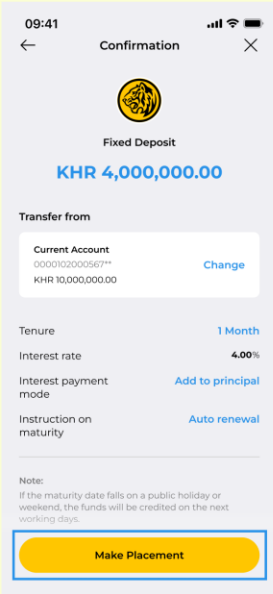


8 Choose desired maturity options, then tap on "Next"





9 Tap on "Make Placement"



09:41

Confirmation

Fixed Deposit

**KHR 4,000,000.00**

Transfer from

Current Account  
0000102000567\*\*  
KHR 10,000,000.00 [Change](#)

Tenure **1 Month**

Interest rate **4.00%**

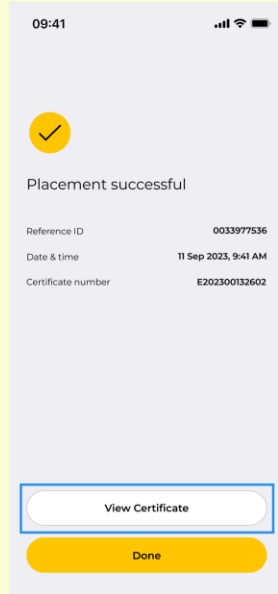
Interest payment mode [Add to principal](#)

Instruction on maturity [Auto renewal](#)

Note:  
If the maturity date falls on a public holiday or weekend, the funds will be credited on the next working days.

[Make Placement](#)

10 Placement is successful! User may tap on "View Certificate" (optional)



09:41

Placement successful

Reference ID **0033977536**

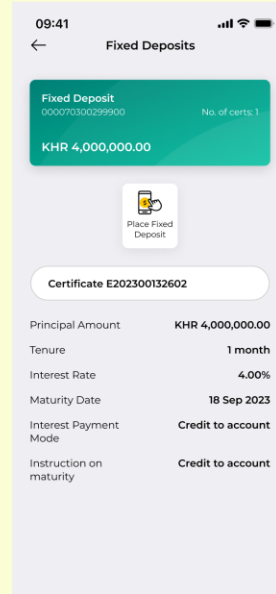
Date & time **11 Sep 2023, 9:41 AM**

Certificate number **E202300132602**

[View Certificate](#)

[Done](#)

11 Certificate Details will be displayed (optional)



09:41

Fixed Deposits

Fixed Deposit  
000070300299900 No. of certs: 1  
**KHR 4,000,000.00**

Place Fixed Deposit

Certificate **E202300132602**

Principal Amount **KHR 4,000,000.00**

Tenure **1 month**

Interest Rate **4.00%**

Maturity Date **18 Sep 2023**

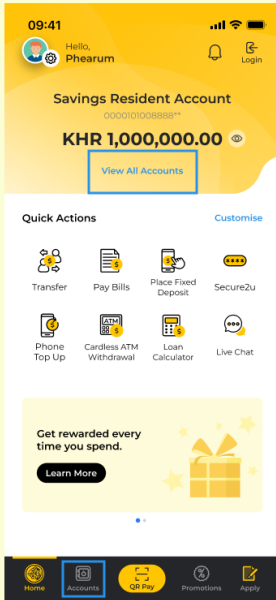
Interest Payment Mode **Credit to account**

Instruction on maturity **Credit to account**

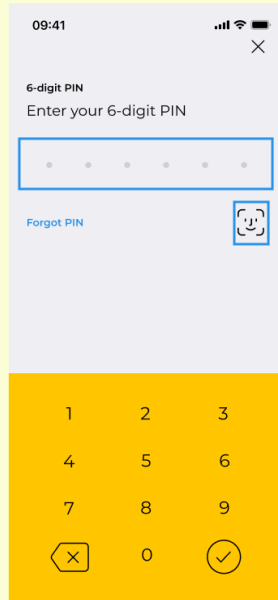
## Description

- Here is a quick guide for customer to view all accounts including Savings Account, Current Account, Credit Card, Fixed Deposit, and Loan.

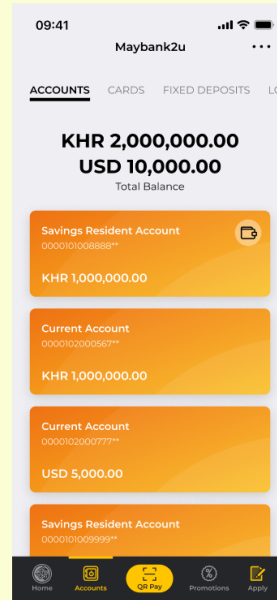
1 Tap on "View All Accounts" or "Account"



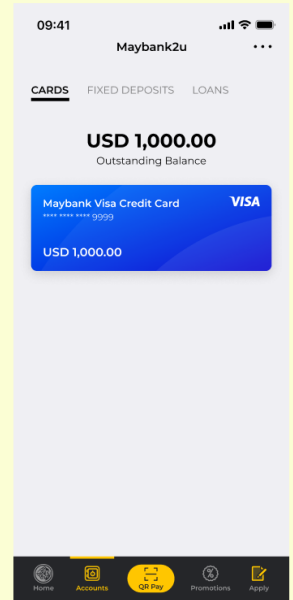
2 Login via Biometric or PIN



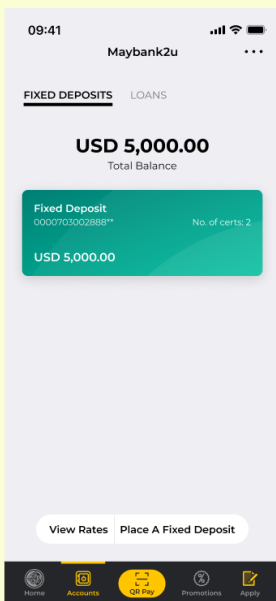
3 Accounts: Displays Savings & Current Accounts



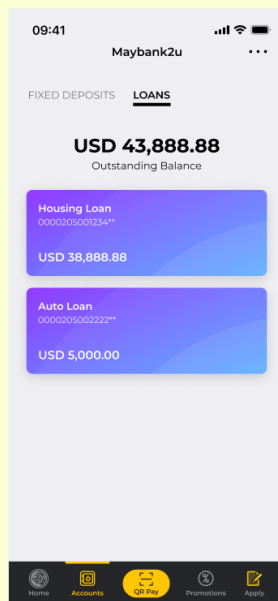
4 Cards: Displays Credit Card



5 Fixed Deposits: Displays all Fixed Deposits



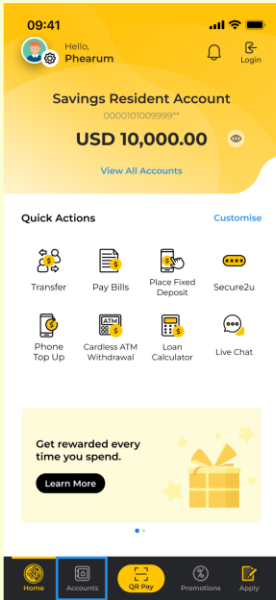
6 Loans: Displays all loans



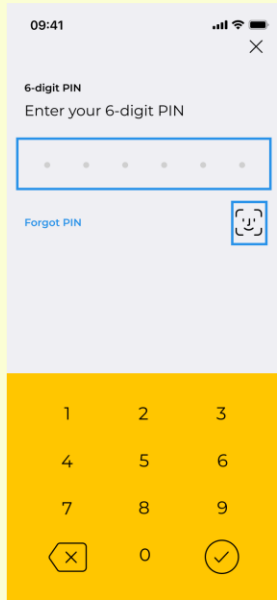
## Description

- Here is a quick guide for customer who wishes to change primary account
- Primary account has been chosen during user logon to device. The feature of primary account is to display at M2U home screen for quick and easy access for daily transaction, and to set as default account for QR Payment.

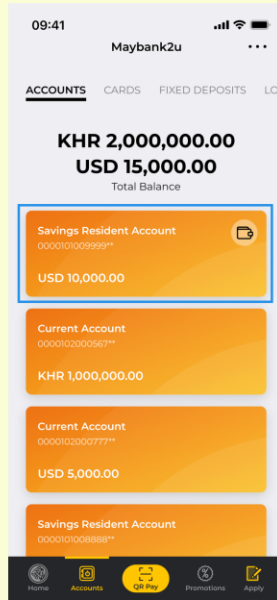
1 Tap on "Accounts"



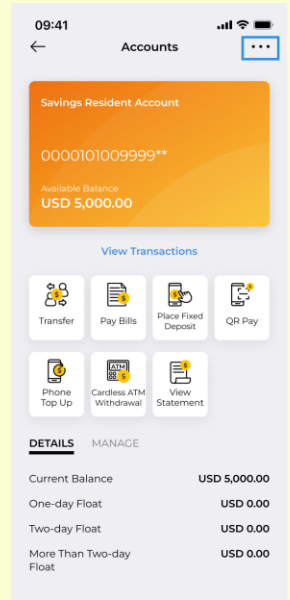
2 Login via Biometric or PIN



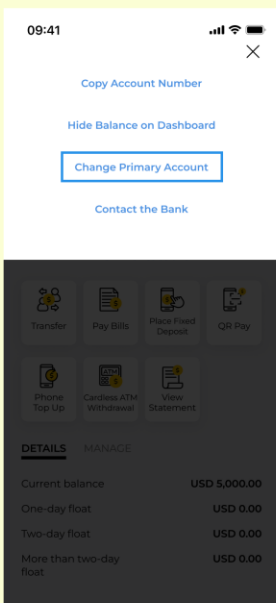
3 [Option 1] Tap on existing primary account



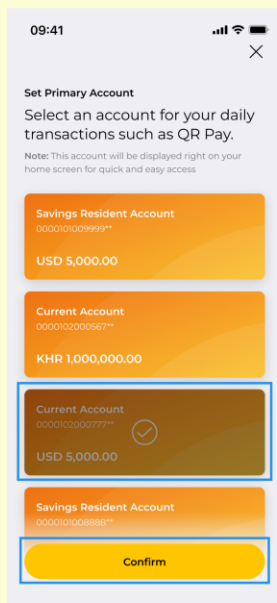
4 Tap on "More" icon



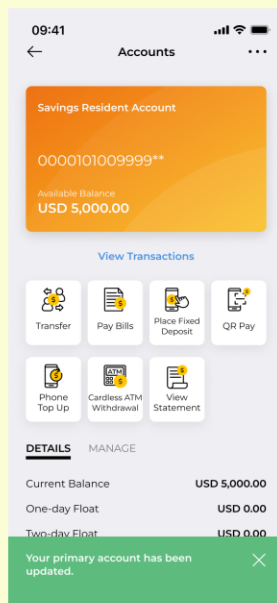
5 Tap on "Change Primary Account"



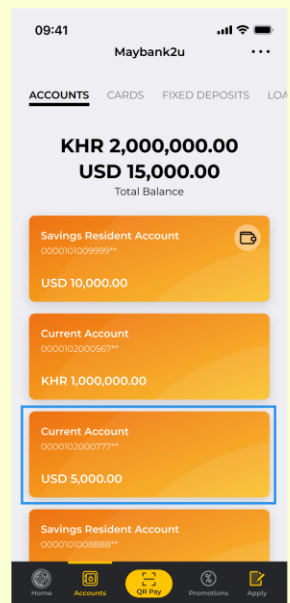
6 Choose desired account to set as primary, then tap on "Confirm"



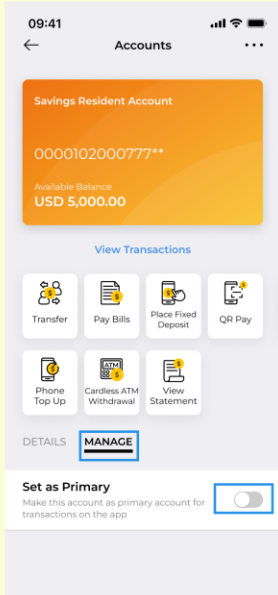
7 Primary account has been update



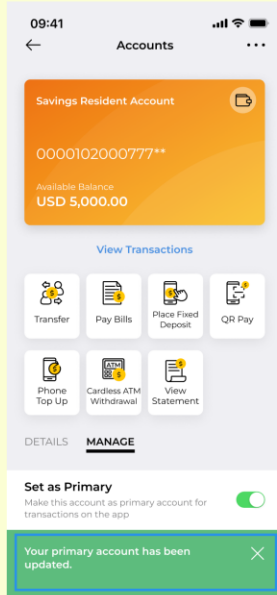
8 [Option 2] Choose desired account to change as Primary Account



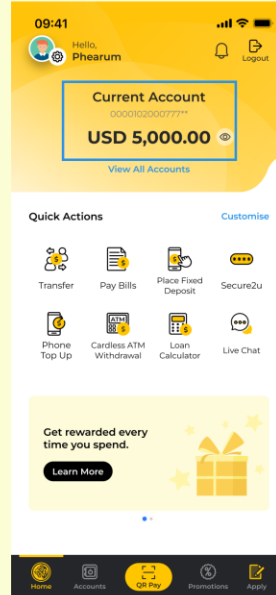
9 Tap on "MANAGE", the tap on the toggle icon



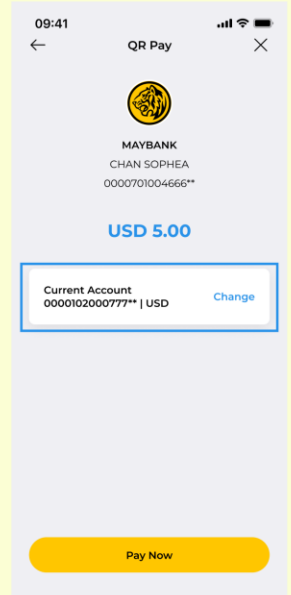
10 Primary Account has been updated successfully.



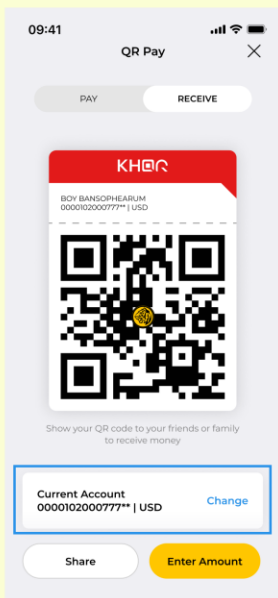
11 [Info1] Account on Dashboard is being updated



12 [Info2] Default Account for QR Pay is being updated



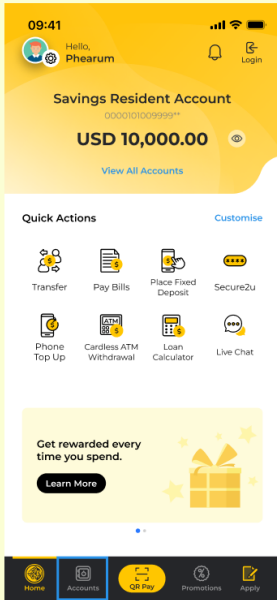
13 [Info3] Default Account for QR Recieve is being updated



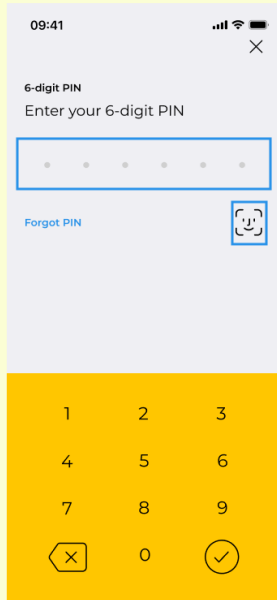
## Description

- Here is a quick guide for customer who wishes to download their current or savings account statement
- User may generate statement for last 12 months, once month at a time.

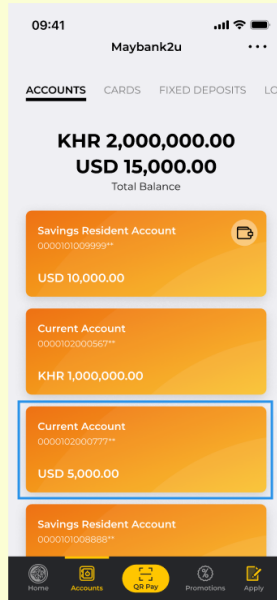
1 Tap on "Accounts"



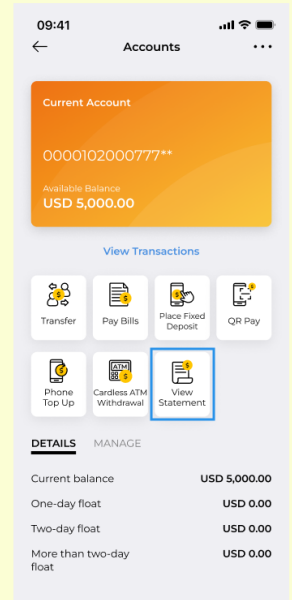
2 Login via Biometric or PIN



3 Choose desired account to download the statement



4 Tap on "View Statement"



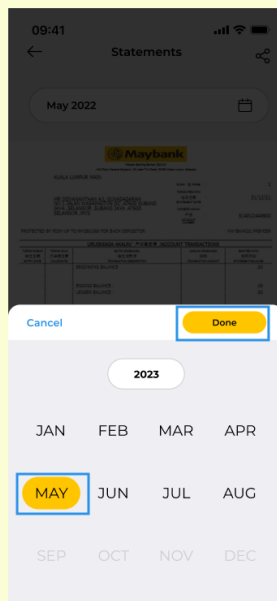
5 Statement is being displayed. User may share to available channels



6 [Optional] User may tap tap on Calendar icon change the month of statement



7 Choose desired month to generate the statement, then tap on "Done"



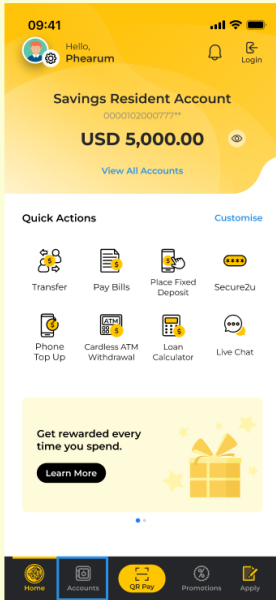
8 Chosen month is being displayed



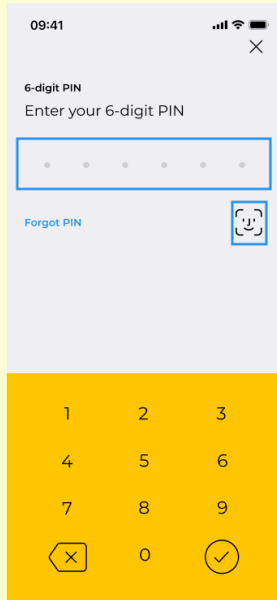
## Description

- Here is a quick guide for for customer who wishes to re-download transaction receipt for online transactions performed via M2U

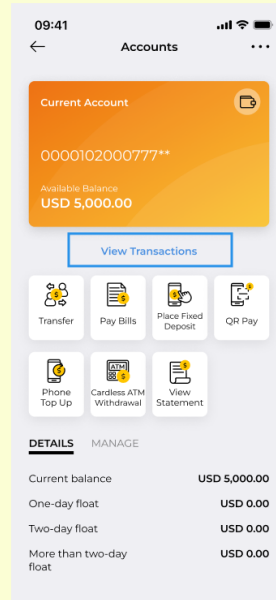
1 Tap on "Accounts"



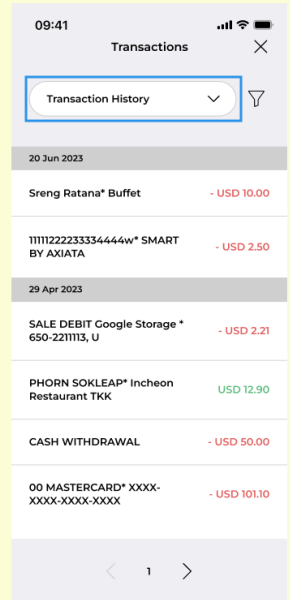
2 Login via Biometric or PIN



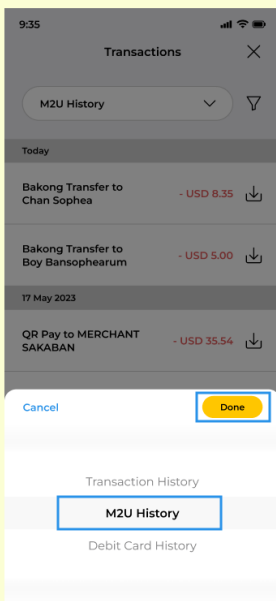
3 Tap on "View Transactions"



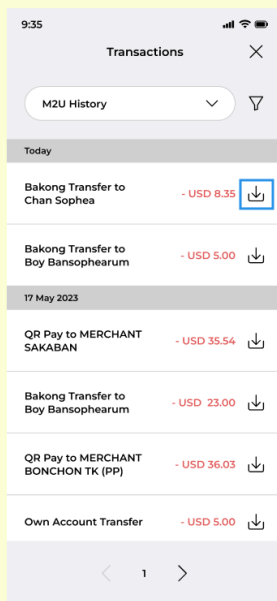
4 Tap on "Transaction History"



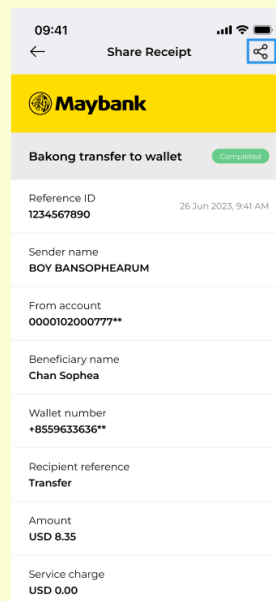
5 Tap on "M2U History", then tap on "Done"



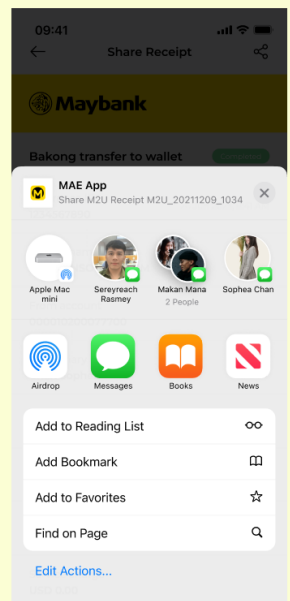
6 Tap on "Download" Icon



7 User may tap on "Share" icon to share receipt to available channels



8 Choose desired recipient to send to

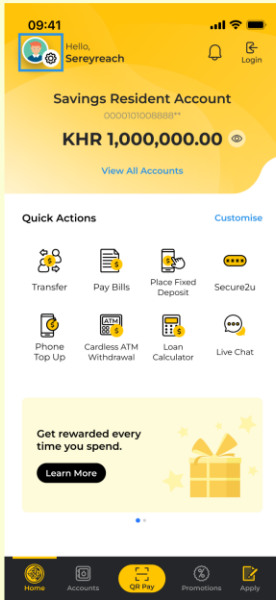


[Go Back to First Page ↑](#)

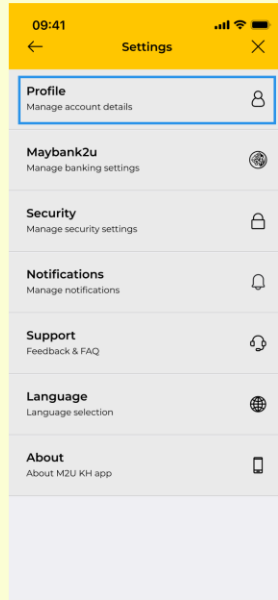
## Description

- Here is a quick guide for customer who wishes to update profile including Profile Picture, Name, and Email address

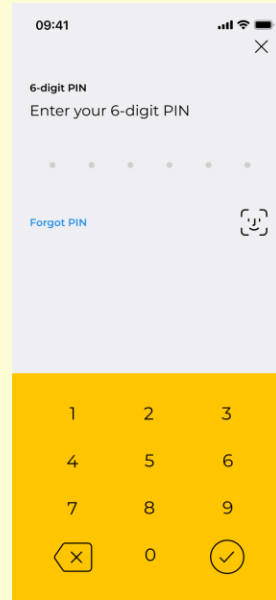
1 Tap on "Settings"



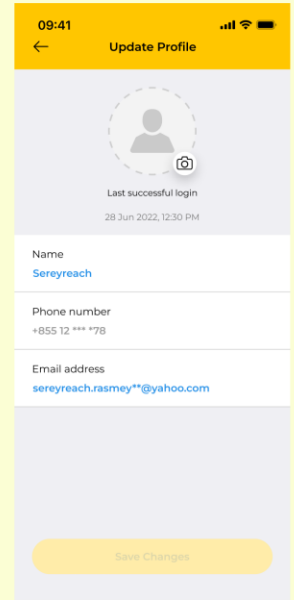
2 Tap on "Profile"



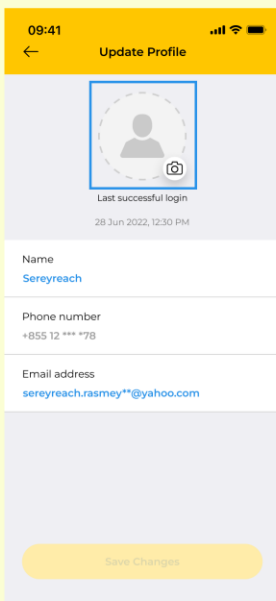
3 Login via Biometric or PIN



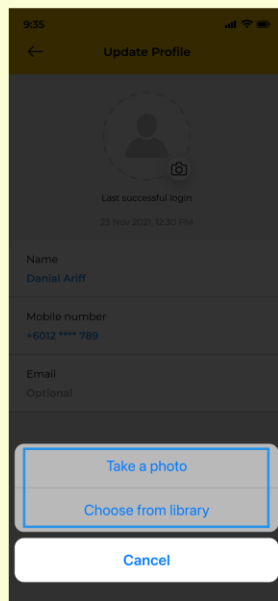
4 Profile details are being displayed



5 [Profile Picture Update] User tap on profile to update



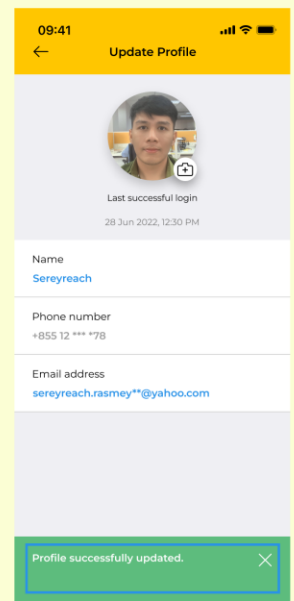
5.1 User may take a photo or choose from library



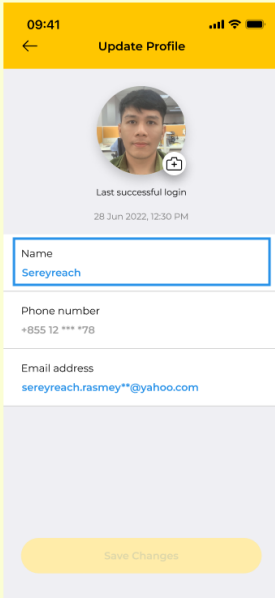
5.2 Set position within the frame, then tap on tick



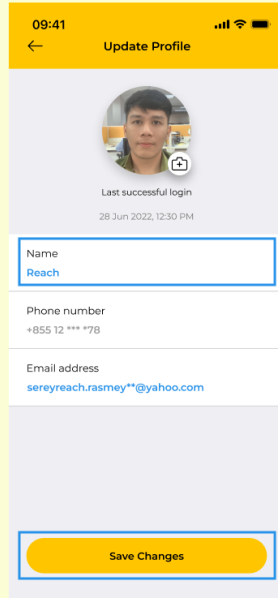
5.3 Profile picture successfully updated



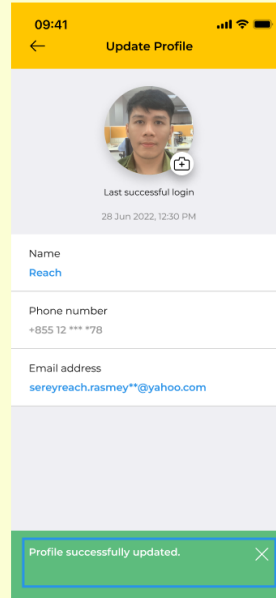
**6** [Name Update] Tap on Name to update



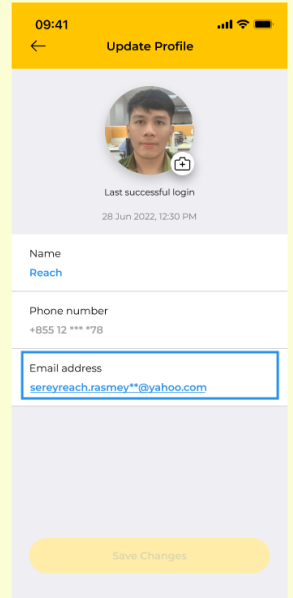
**6.1** Enter name, then tap on "Save Changes"



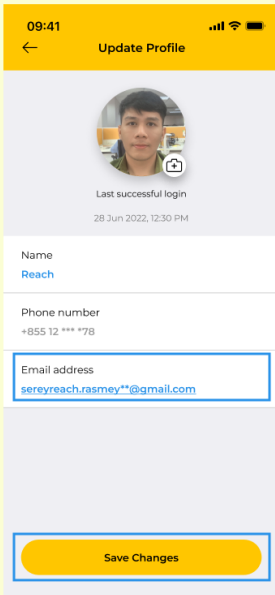
**6.2** Name is successfully updated.



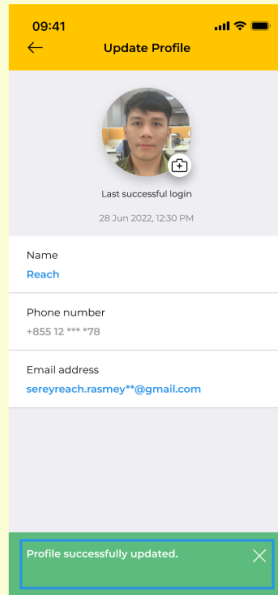
**7** [Email Update] Tap Email address to update



**7.1** Enter Email address, then tap on "Save Changes"



**7.2** Email address is successfully updated

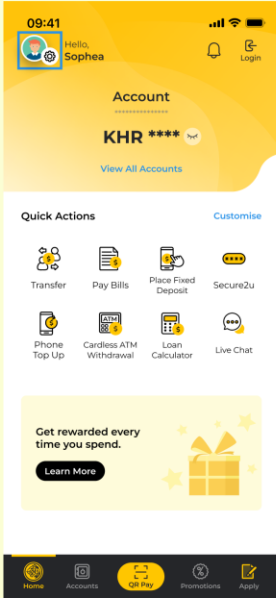




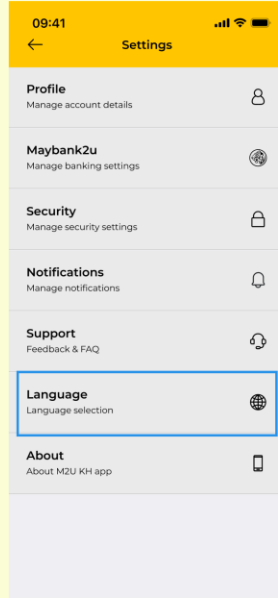
## Description

- Here is a quick guide for customer who wish to change language
- Available language are Khmer and English

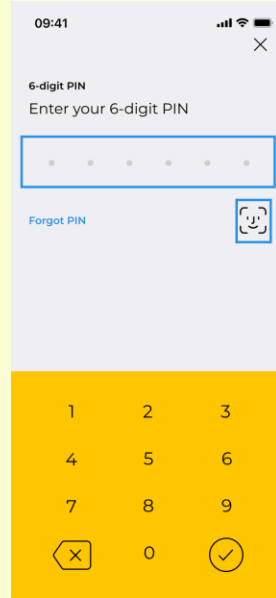
1 Tap on "Settings"



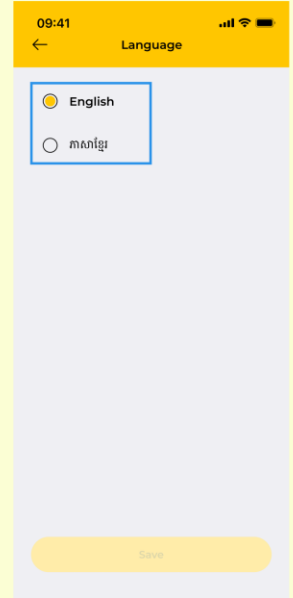
2 Tap on "Language"



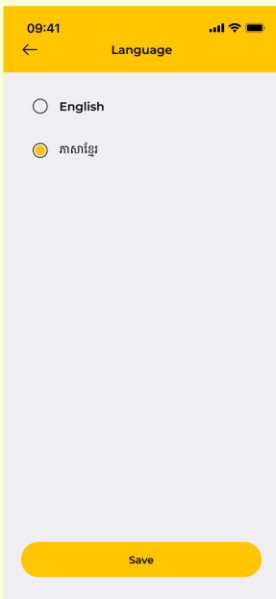
3 Login via Biometric or PIN



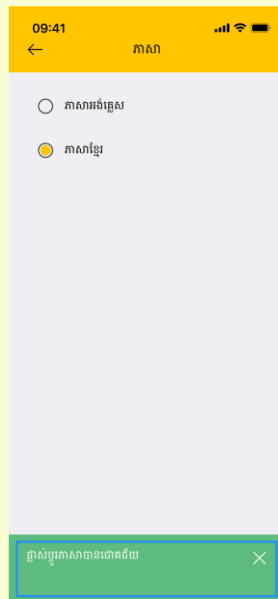
4 Tap on desired language



5 Tap on "Save"



6 Success message will appear



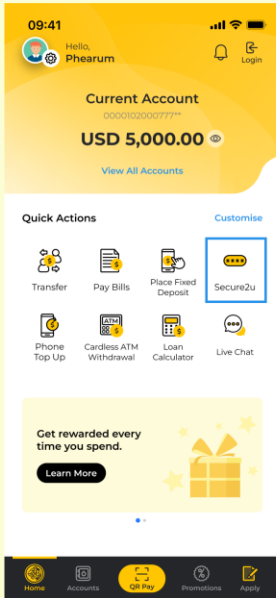
7 Desired language will be displayed



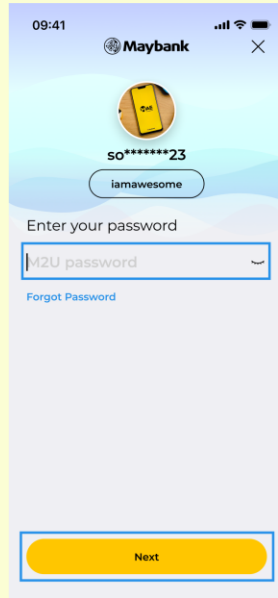
## Description

- Here is a quick guide for customer who wishes to activate Secure2u
- Once Secure2u is activated, user can seamlessly approve applicable transactions without requiring TAC via SMS

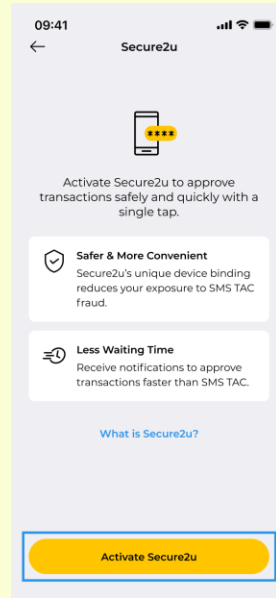
1 Tap on "Secure2u"



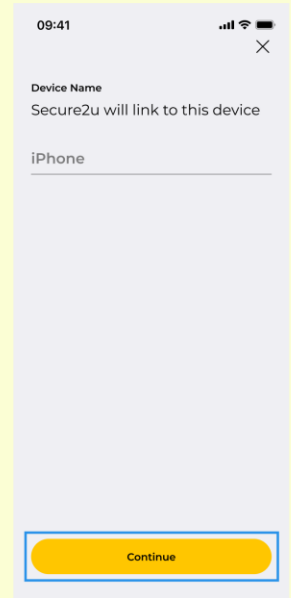
2 Enter your password and tap on "Next"



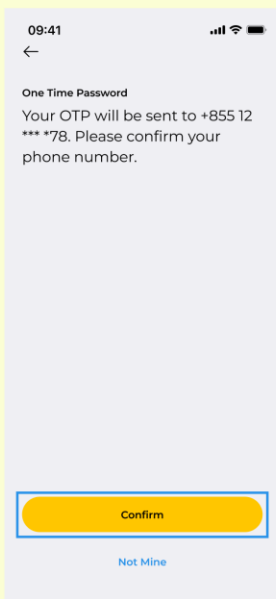
3 Tap on "Activate Secure2u"



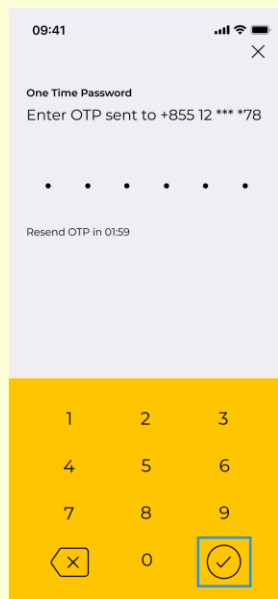
4 Tap on "Continue"



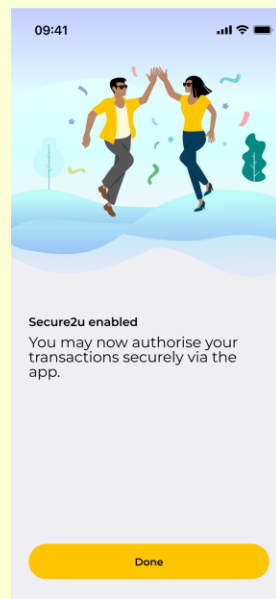
5 Tap on "Confirm"



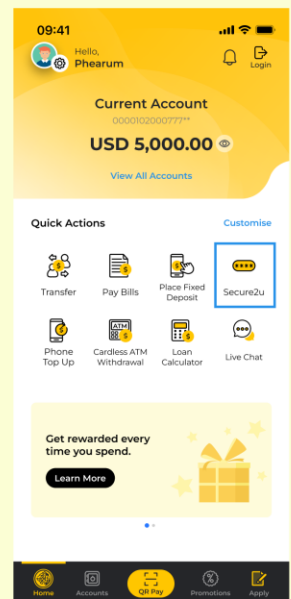
6 Enter OTP, then tap on tick



7 Secure2u is enabled successfully



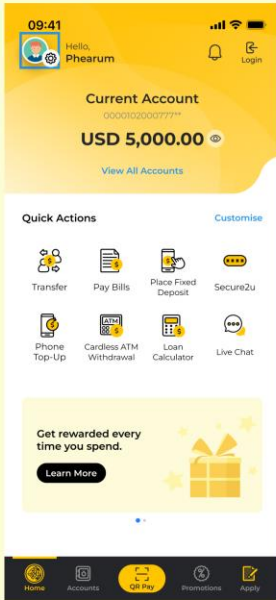
8 [Info] Tab on Secure2u again will display transactions approvable by Secure2u



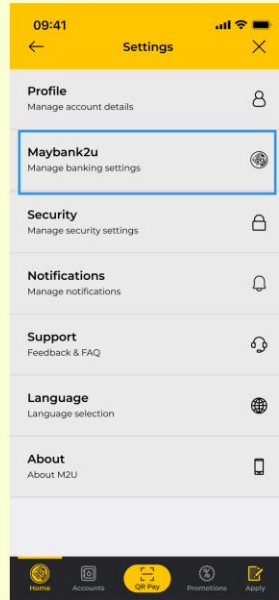
## Description

- Here is a quick guide for customer who wishes to deactivate Secure2u
- Once Secure2u is deactivated, user would need to approve transactions via TAC except QR Payment

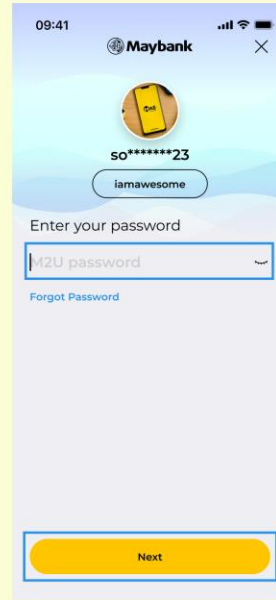
1 Tap on setting icon



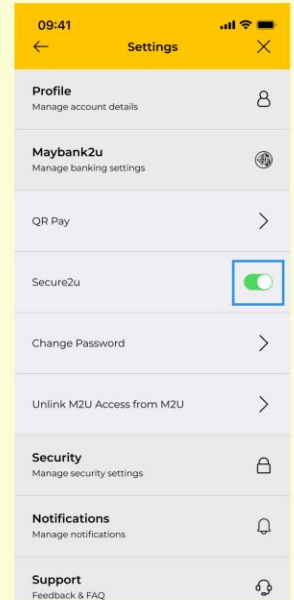
2 Tap on Maybank2u



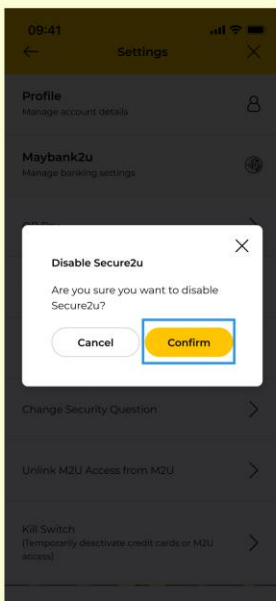
3 Enter your password and tap on "Next"



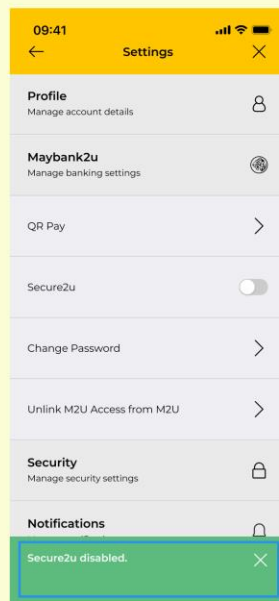
4 Tap on toggle icon at Secure2u (Green means currently active)



5 Tap on "Confirm"



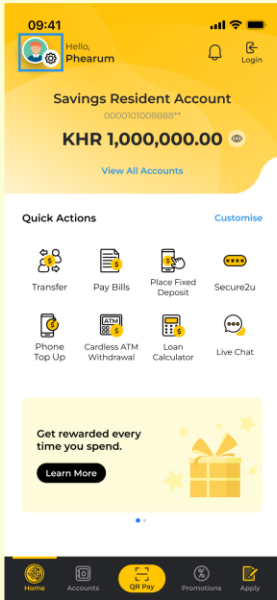
6 Secure2u is deactivated successfully



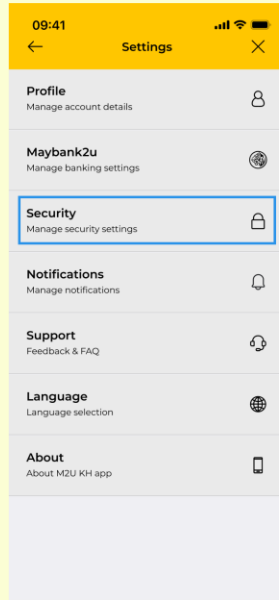
## Description

- Here is a quick guide for customer who wishes to change PIN
- To change PIN, user is required to input current PIN as well. Please refer to "Reset PIN", in case user is not having the current PIN.

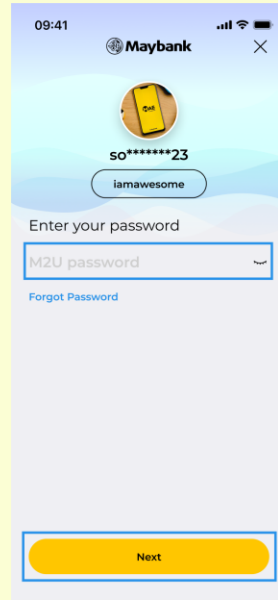
1 Tap on "Settings"



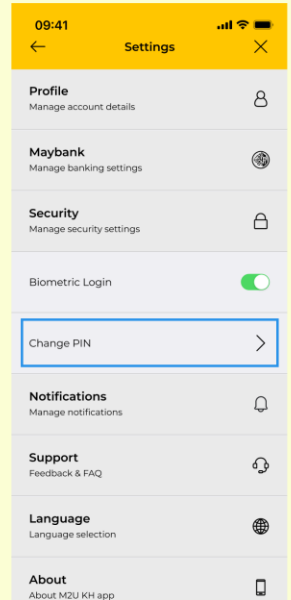
2 Tap on "Security"



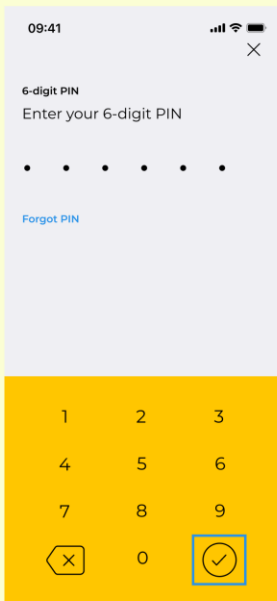
3 Enter M2U Password, then tap on "Next"



4 Tap on "Change PIN"



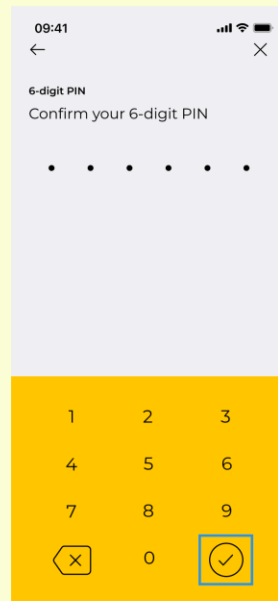
5 Enter your current PIN, then tap on tick



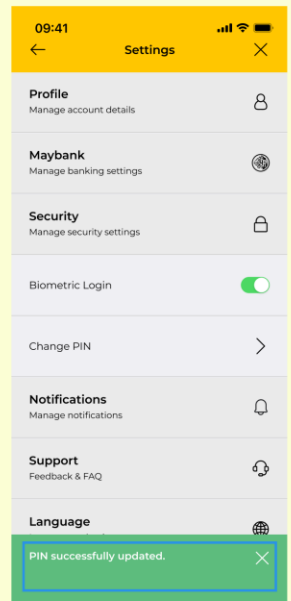
6 Enter new PIN, then tap on tick



7 Confirm new PIN, then tap on tick



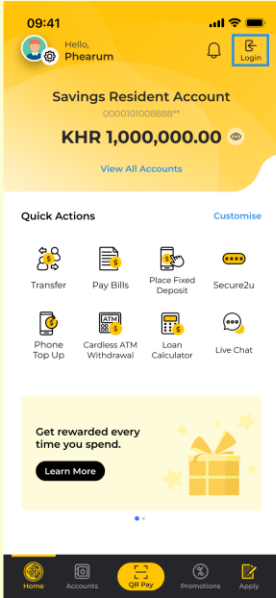
8 [Optional] User may tap on "Show Password" to view input password



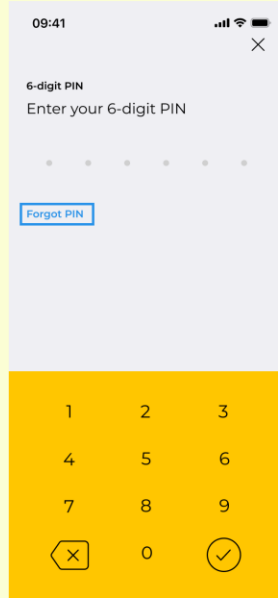
## Description

- Here is a quick guide for customer who wishes to reset PIN
- OTP is required to reset pin

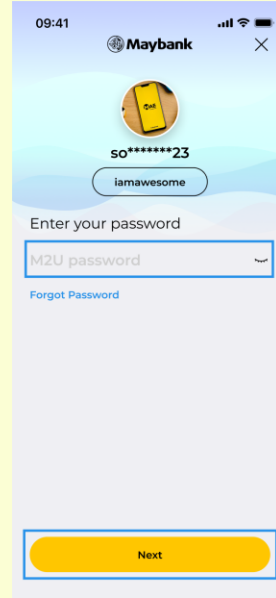
1 User tap on Login



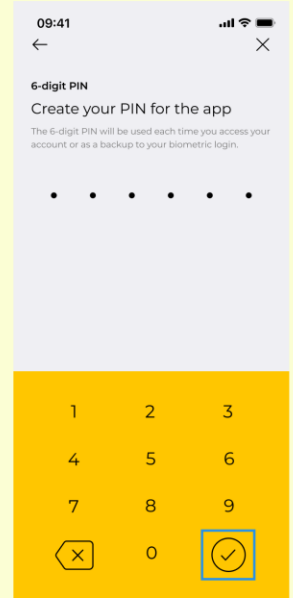
2 Tap on "Forgot PIN"



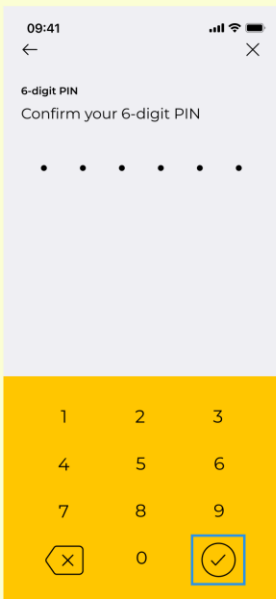
3 Enter M2U Password, then tap on "Next"



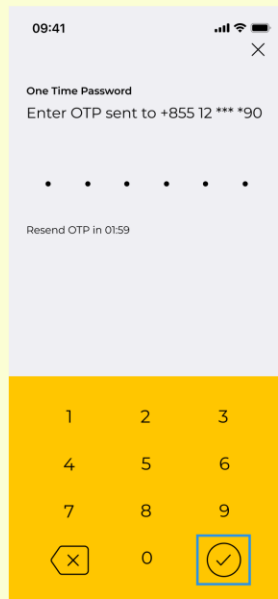
4 Enter new PIN, then tap on tick



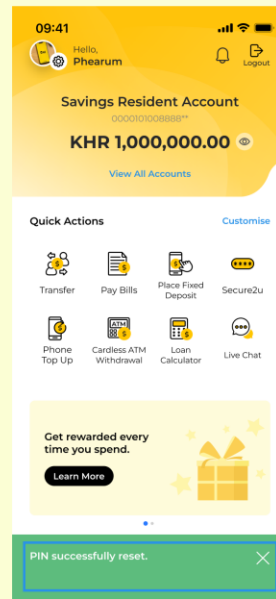
5 Confirm new PIN, then tap on tick



6 Enter OTP, then tap on tick



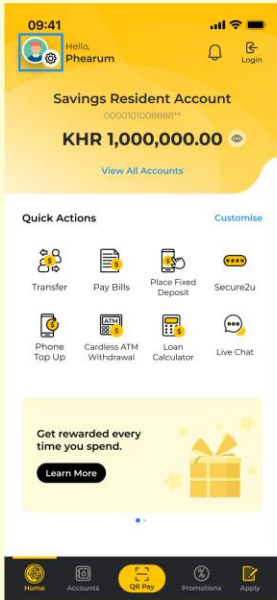
7 Password has been reset successfully



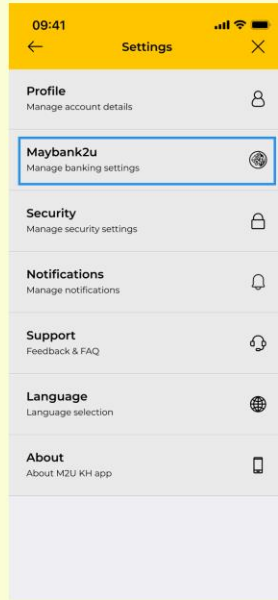
## Description

- Here is a quick guide for customer who wishes to change M2U Password
- To change M2U Password, user is required to input current password as well. Please refer to “Reset Password”, in case user is not having the current password.

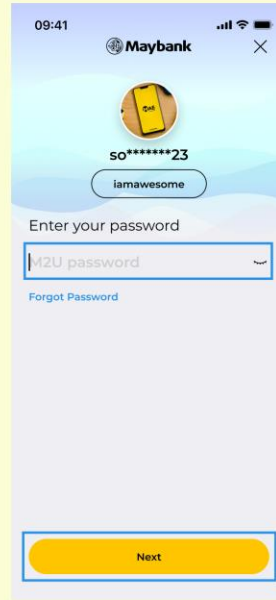
1 Tap on “Settings”



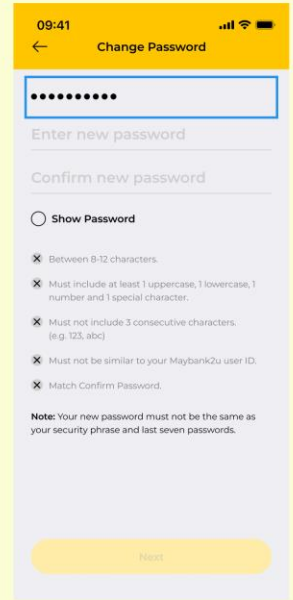
2 Tap on “Maybank2u”



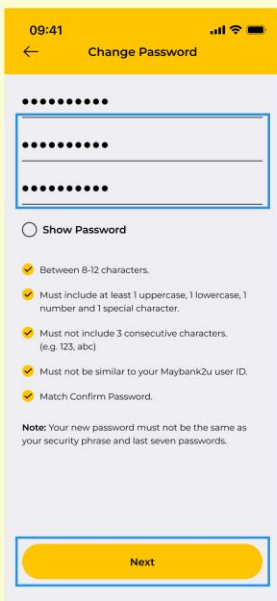
3 Enter your password, then tap on “Next”



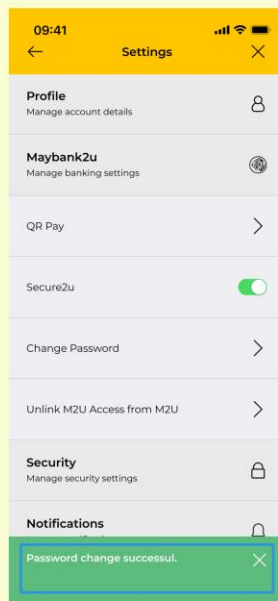
4 Enter current password



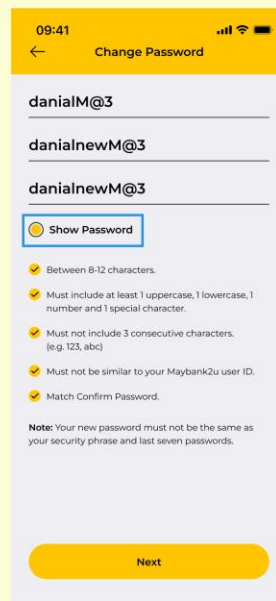
5 Enter desired password following the instruction, then tap on “Next”



6 Password has been changed successfully



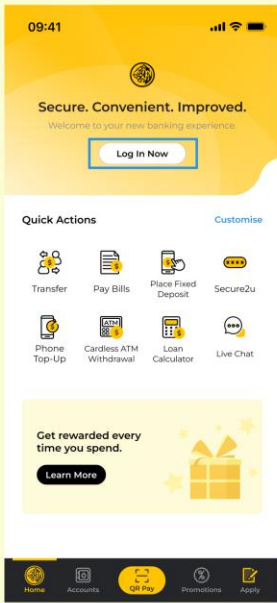
7 [Optional] User may tap on “Show Password” to view input password



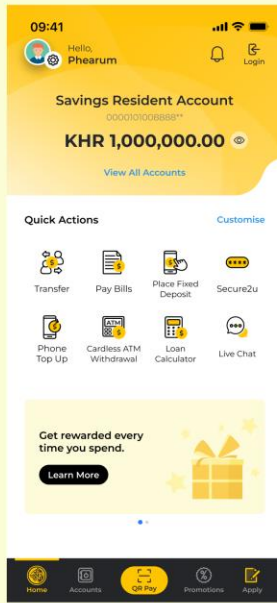
## Description

- Here is a quick guide for customer who wishes to reset M2U Password
- M2U username, ID / passport number, linked account number, and OTP are required to reset M2U password.

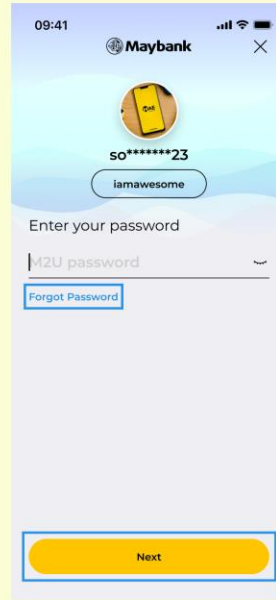
1 [Scenario 1] Existing M2U User tries to log in



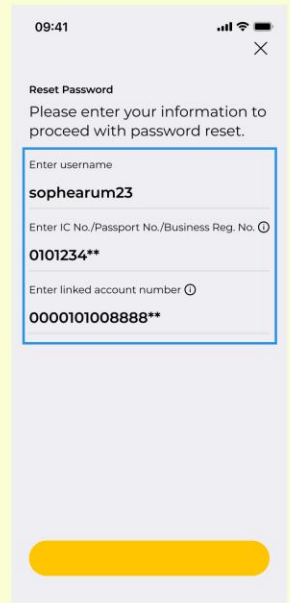
2 [Scenario 2] User taps on function that would require M2U password



3 Tap on "Forgot Password"



4 Enter required information, then tap on "Next"



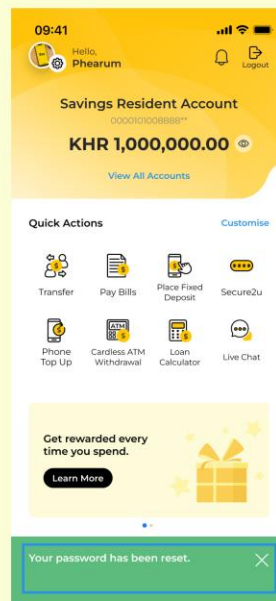
5 Enter Reset Password Code received via SMS, then tap on "next"



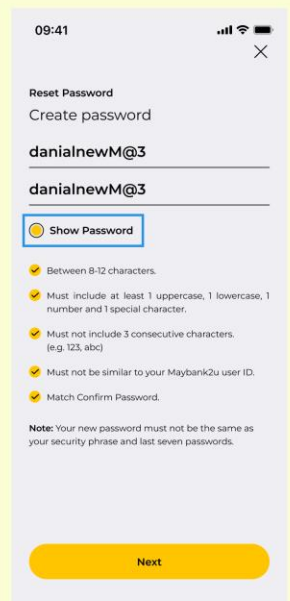
6 Enter desired password following the instruction, then tap on "Next"



7 Password has been reset successfully



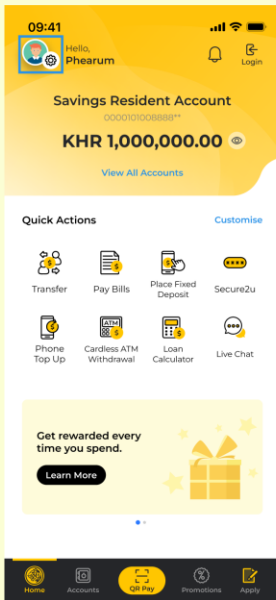
8 [Optional] User may tap on "Show Password" to view input password



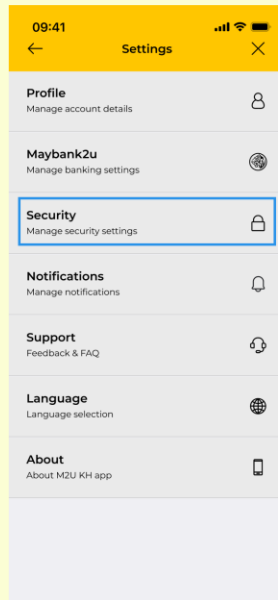
## Description

- Here is a quick guide for customer who wishes to enable biometric, which include face ID and finger print scanning
- To enable biometric login with M2U, device is required have biometric registered within device setting first.
- Once customer enable biometric, customer could login with biometric instead of 6-digit PIN

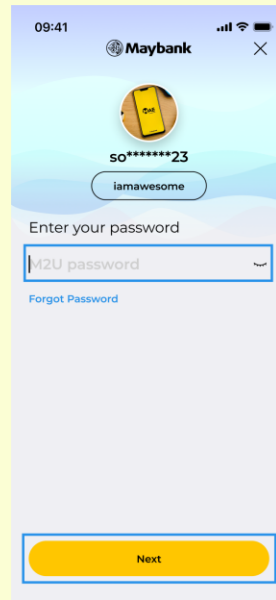
1 Tap on "Settings"



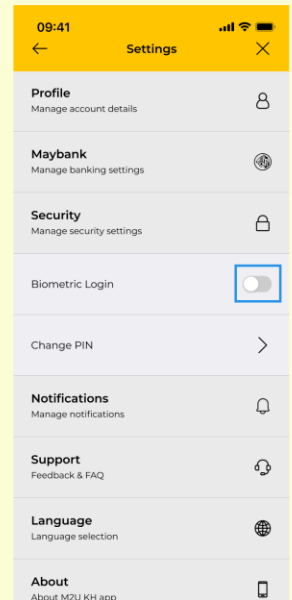
2 Tap on "Security"



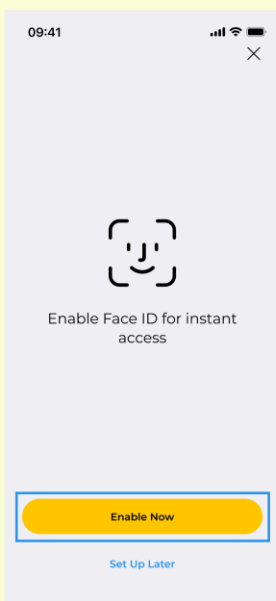
3 Enter your password, then tap on "Next"



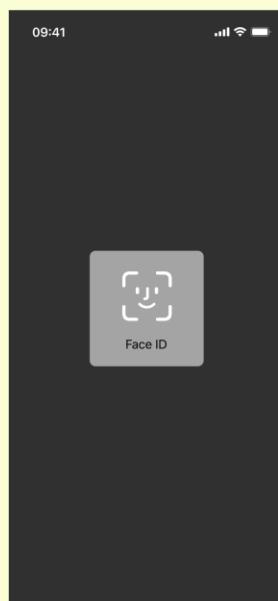
4 User tap on toggle icon to enable biometric



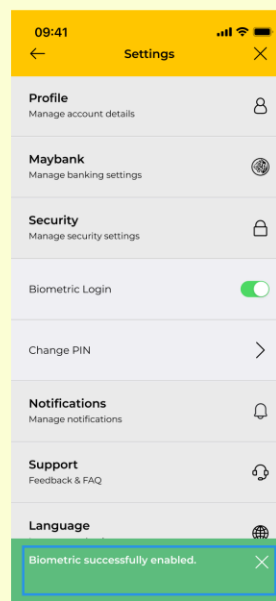
5 Tap on "Enable Now"



6 Verify Biometric registered on device (Face ID or finger print)



7 Biometric successfully enabled.

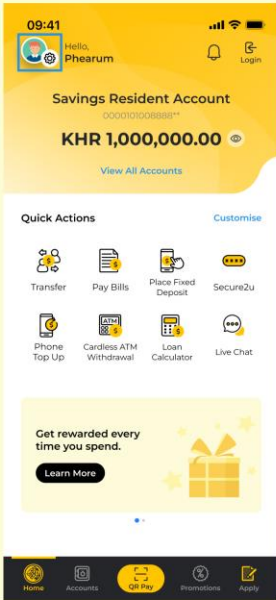




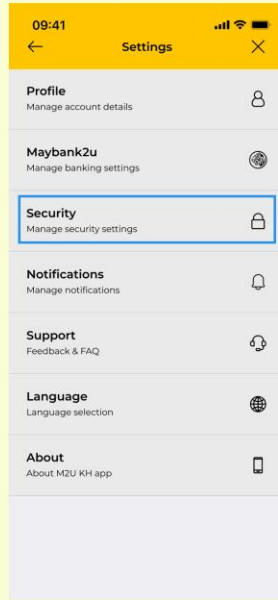
## Description

- Here is a quick guide for customer who wishes to disable biometric, which include face ID and finger print scanning
- Once biometric is disabled, user may login by 6-digit PIN option

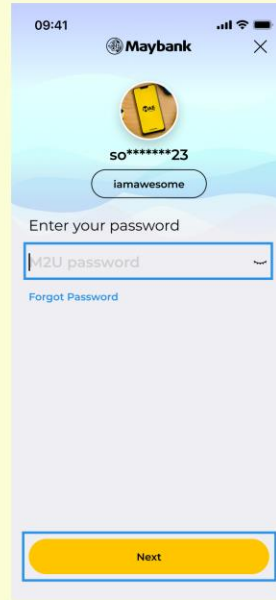
1 Tap on "Settings"



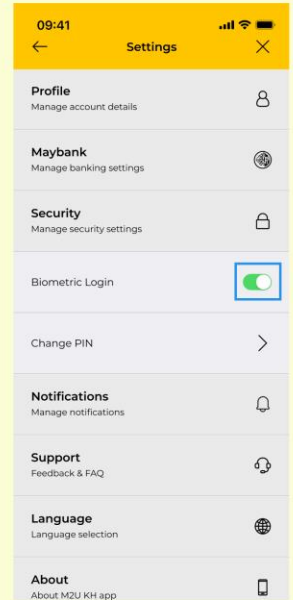
2 Tap on "Security"



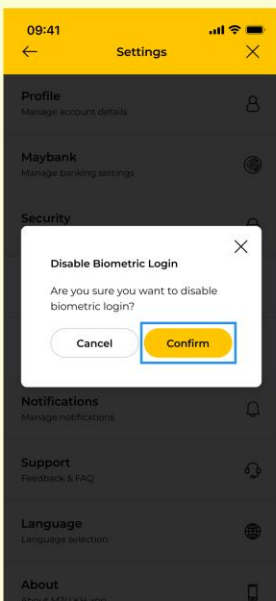
3 Enter your password, then tap on "Next"



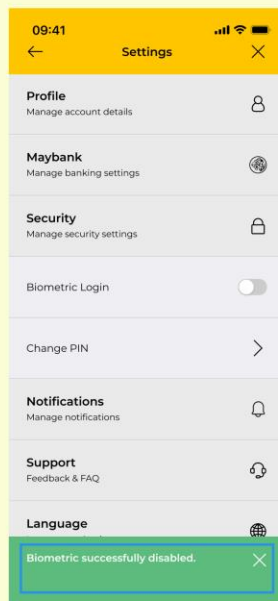
4 User tap on toggle icon to disable



5 Tap on "Confirm"



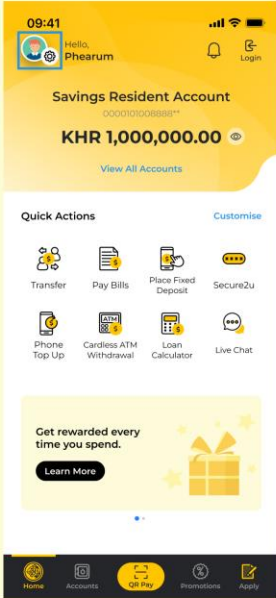
6 Biometric successfully disabled.



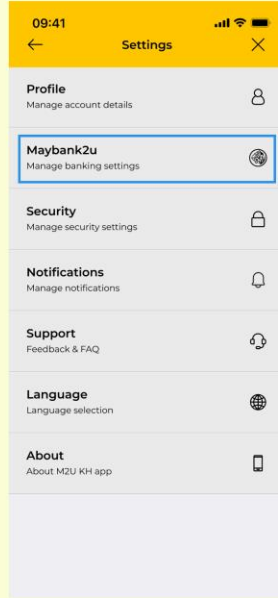
## Description

- Here is a quick guide for customer who wishes to unlink M2U access from the device itself

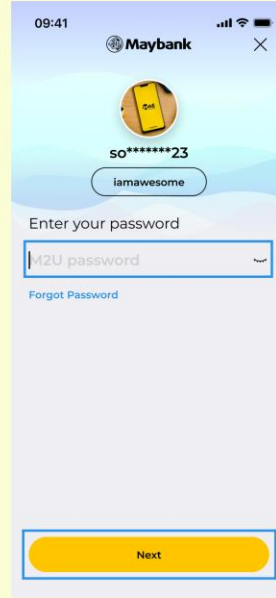
1 Tap on "Settings"



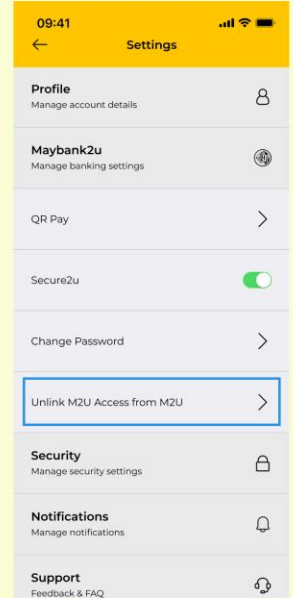
2 Tap on "Maybank2u"



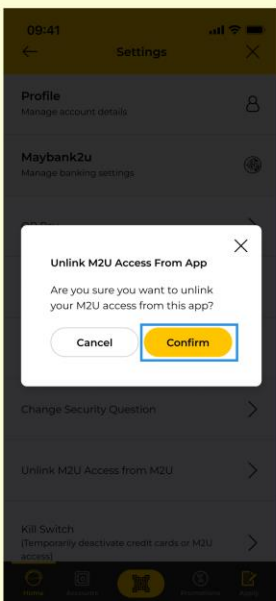
3 Enter your password, then tap on "Next"



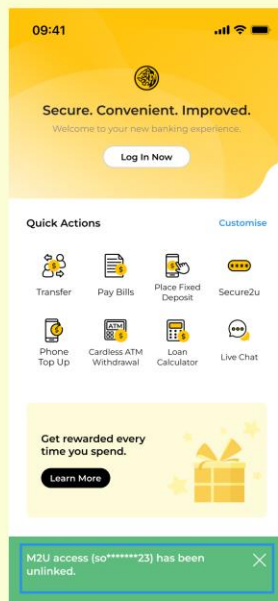
4 Tap on "Unlink M2U Access from M2U"



5 Tap on "Confirm"



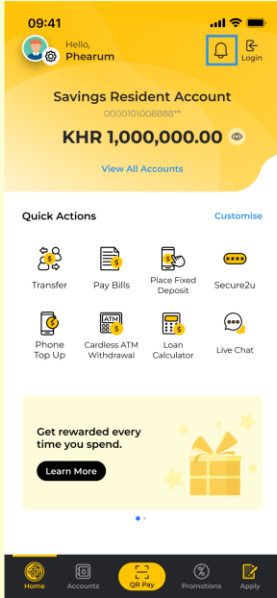
6 M2U access has been unlinked successfully



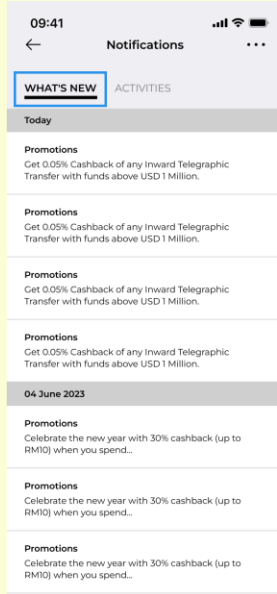
## Description

- Here is a quick guide for for M2U User who wish to view notifications including What's New and online activities of users.

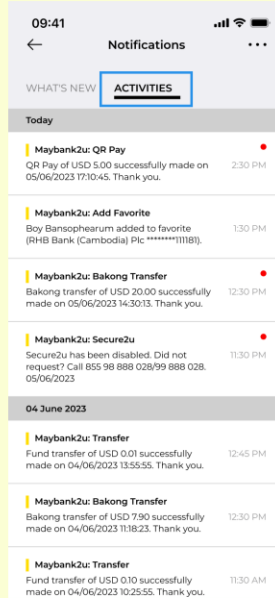
1 Tap on "Notification" icon



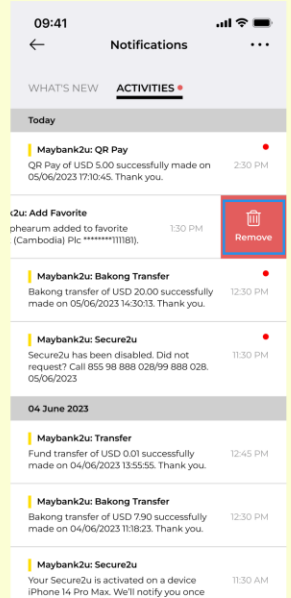
2 WHAT'S NEW tab displays information and promotions



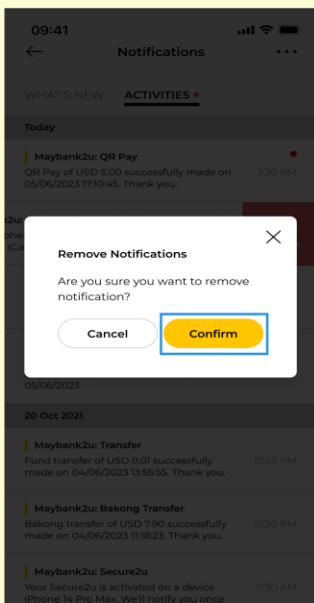
3 ACTIVITIES tab displays user's online activities perform via M2U



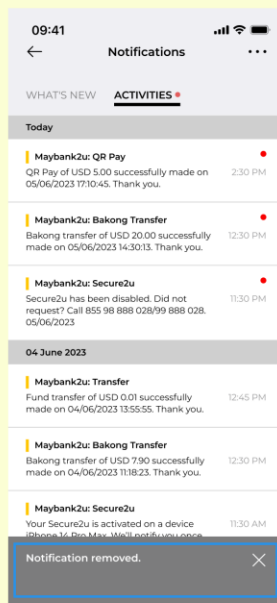
4 [Feature 1] User may swipe left on the record remove any activities



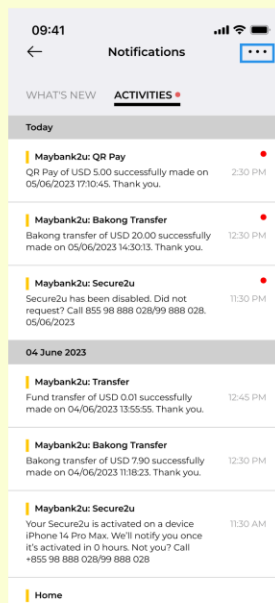
5 Tap on "Confirm"



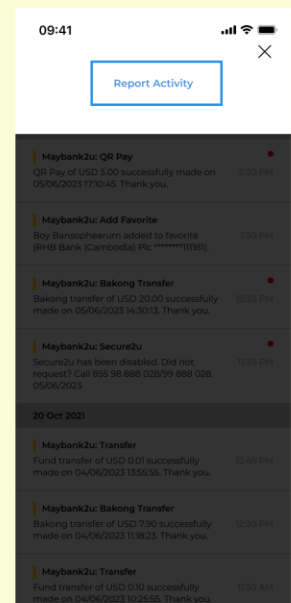
6 Notification removed.



7 [Feature 2] User may on "More" icon to report activity to the Bank



8 Tap on "Report Activity", then confirm calling to contact the Bank

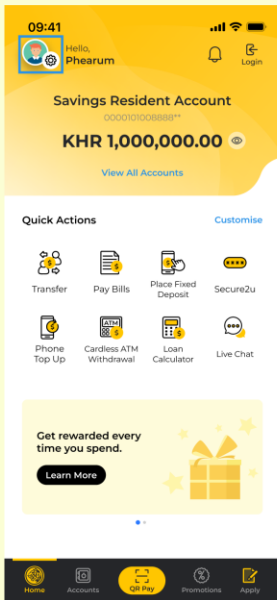


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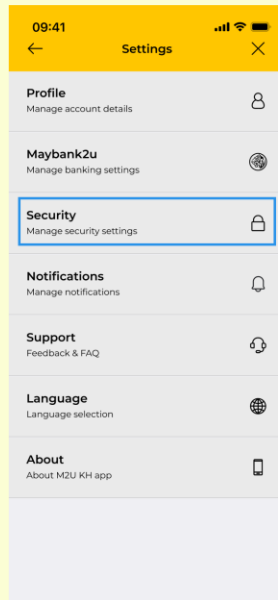
## Description

- Here is a quick guide for customer who wishes to enable biometric, which include face ID and finger print scanning
- To enable biometric login with M2U, device is required have biometric registered within device setting first.
- Once customer enable biometric, customer could login with biometric instead of 6-digit PIN

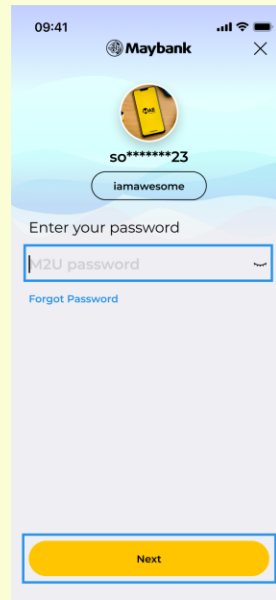
1 Tap on "Settings"



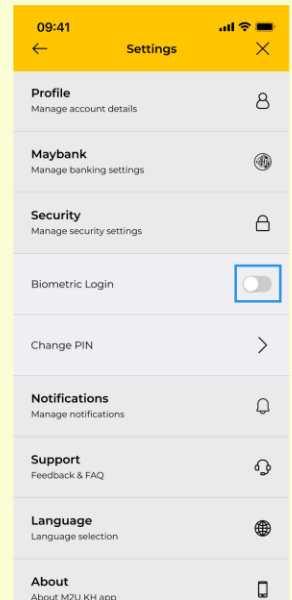
2 Tap on "Security"



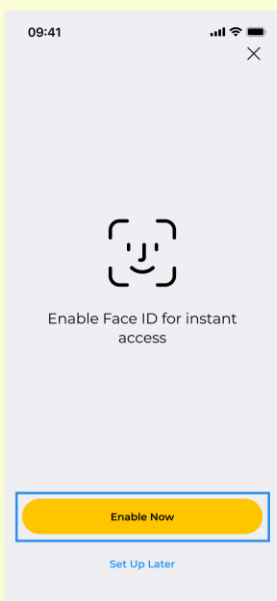
3 Enter your password, then tap on "Next"



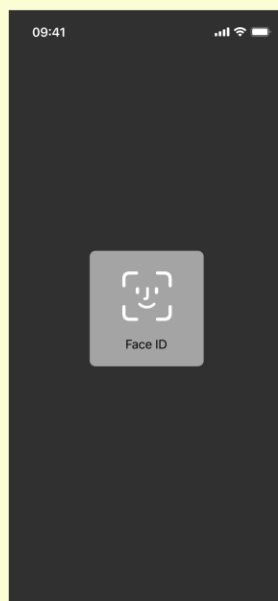
4 User tap on toggle icon to enable biometric



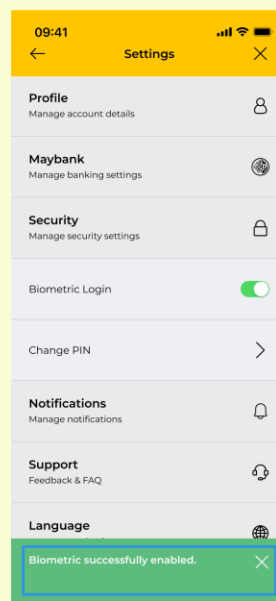
5 Tap on "Enable Now"



6 Verify Biometric registered on device (Face ID or finger print)



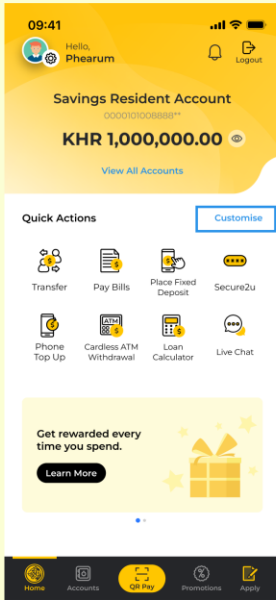
7 Biometric successfully enabled.



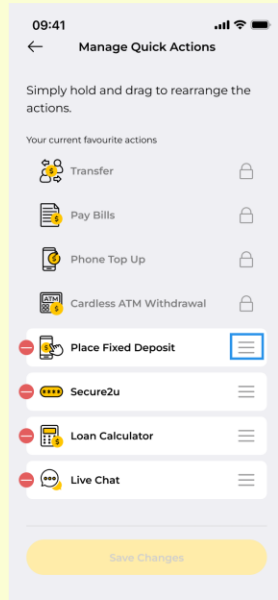
## Description

- Here is a quick guide for customer who wishes to manage quick action

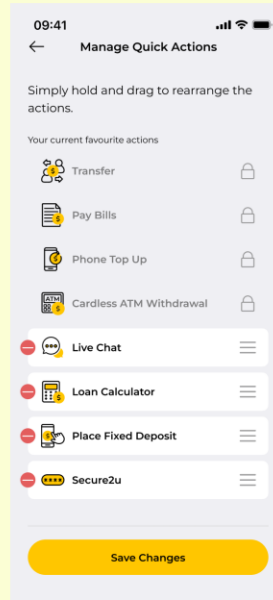
1 Tap on "Customize"



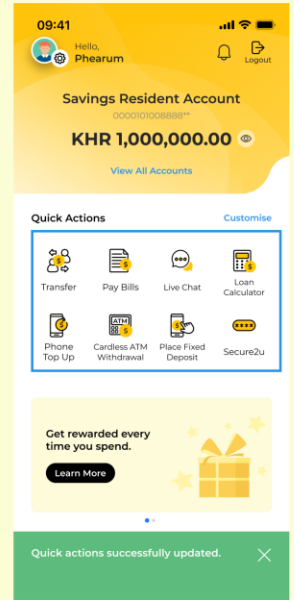
2 [Option 1] User may tap and hold on this icon to move between rows



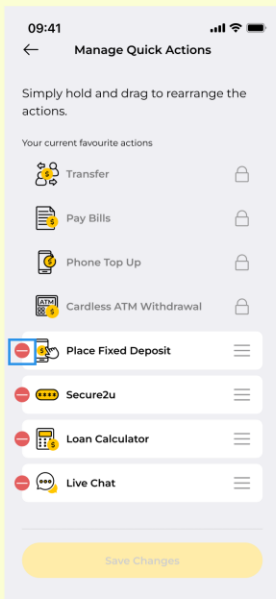
3 Tap on "Save Changes" once user complete the customization



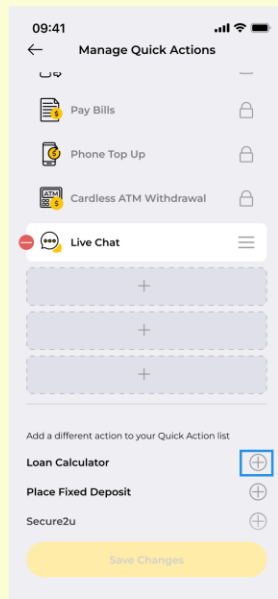
4 Quick actions successfully updated.



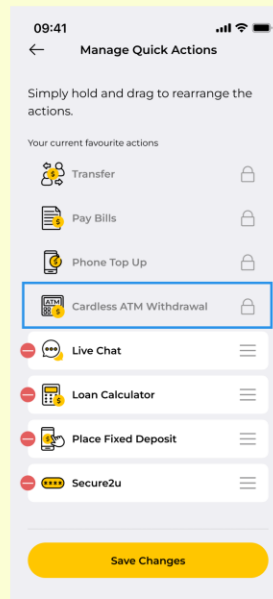
5 [Option 2] User tap on Minus icon to remove the function



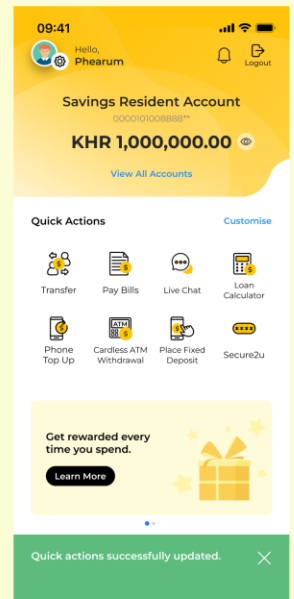
6 User tap on Add icon to add functions back to Quick Actions



7 Tap on "Save Changes" once user complete the customization



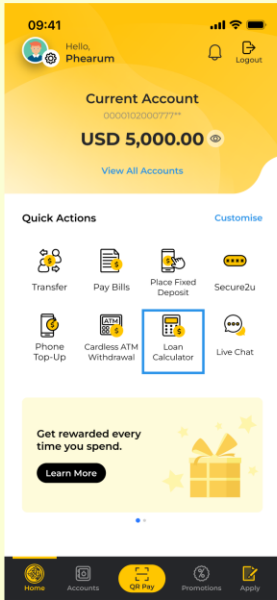
8 Quick Actions successfully updated.



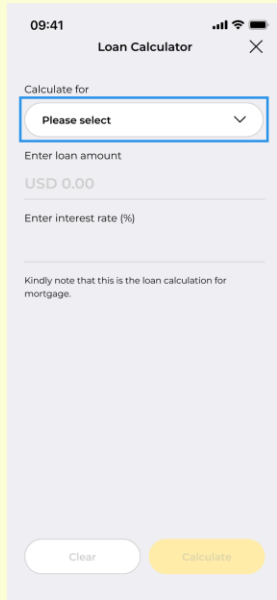
## Description

- Here is a quick guide for M2U user who wishes to perform loan calculation
- User may choose “Length of repayment in years” to calculate for how long is the loan repayment would be or “Monthly installment amount” to calculate for how much is the monthly repayment amount would be

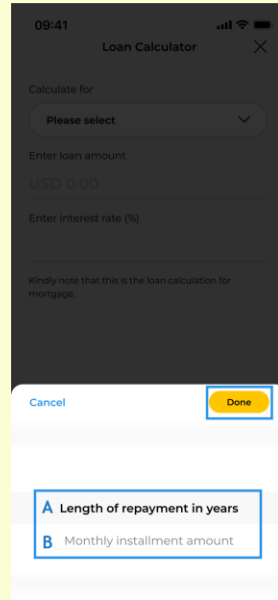
1 Tap on “Loan Calculator”



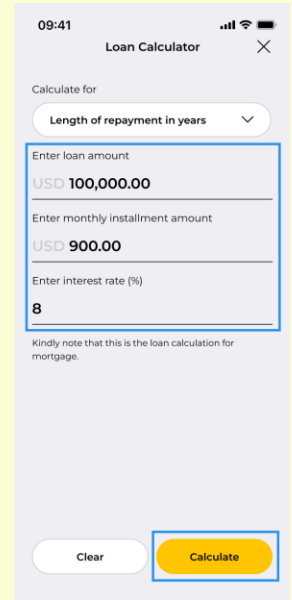
2 Tap on “Please select”



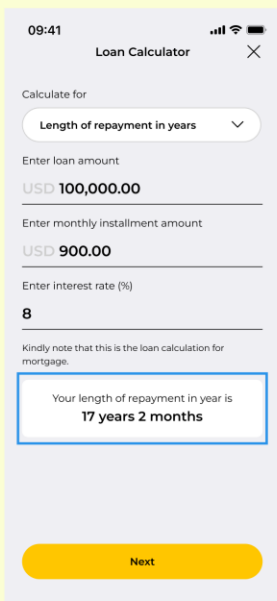
3 Choose desired “Calculation for” options, then tap on “Done”



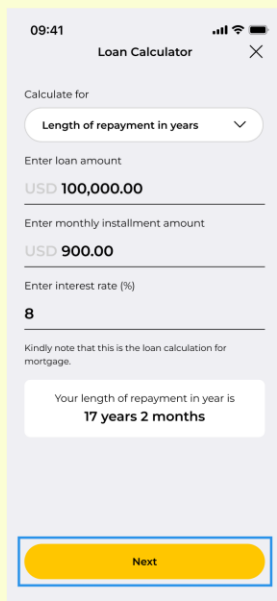
4 Enter required information and tap on “Calculate”



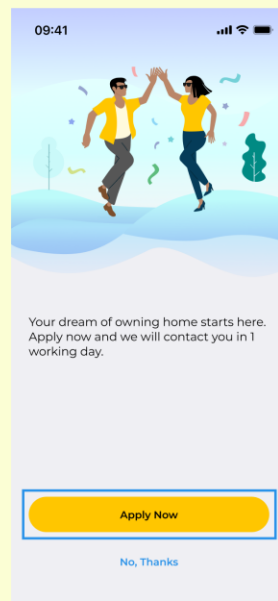
5 Result is being displayed



6 Tap on “Next”



7 Tap on “Apply Now” if you would like to engage with the Bank



8 Enter your information and send to the Bank mail at ease

