

Verify Now

Frequently Asked Questions (FAQs)

1. What is “Verify Now”?

Verify Now is a feature in the **Maybank2u PH (M2U) App** that lets you complete your EzySave+ account’s verification digitally through **facial recognition and ID upload**, without the need to visit a branch.

2. Who is required to complete account verification?

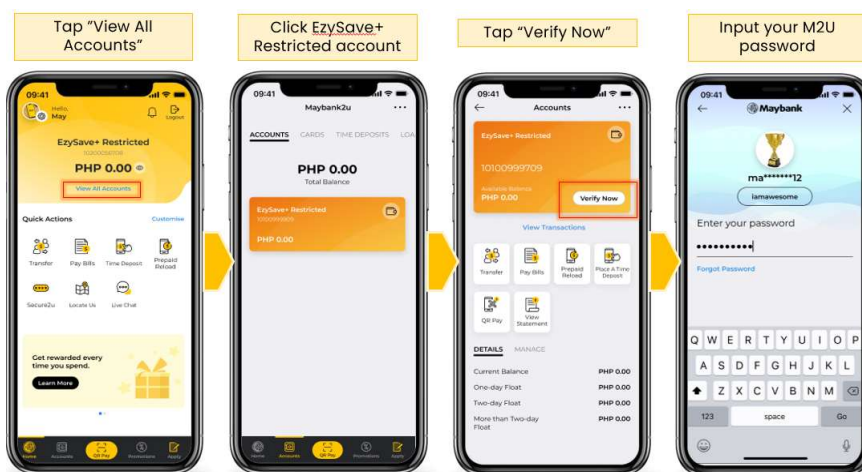
All clients with EzySave+ accounts are required to complete their account verification via the Verify Now feature or via Branch.

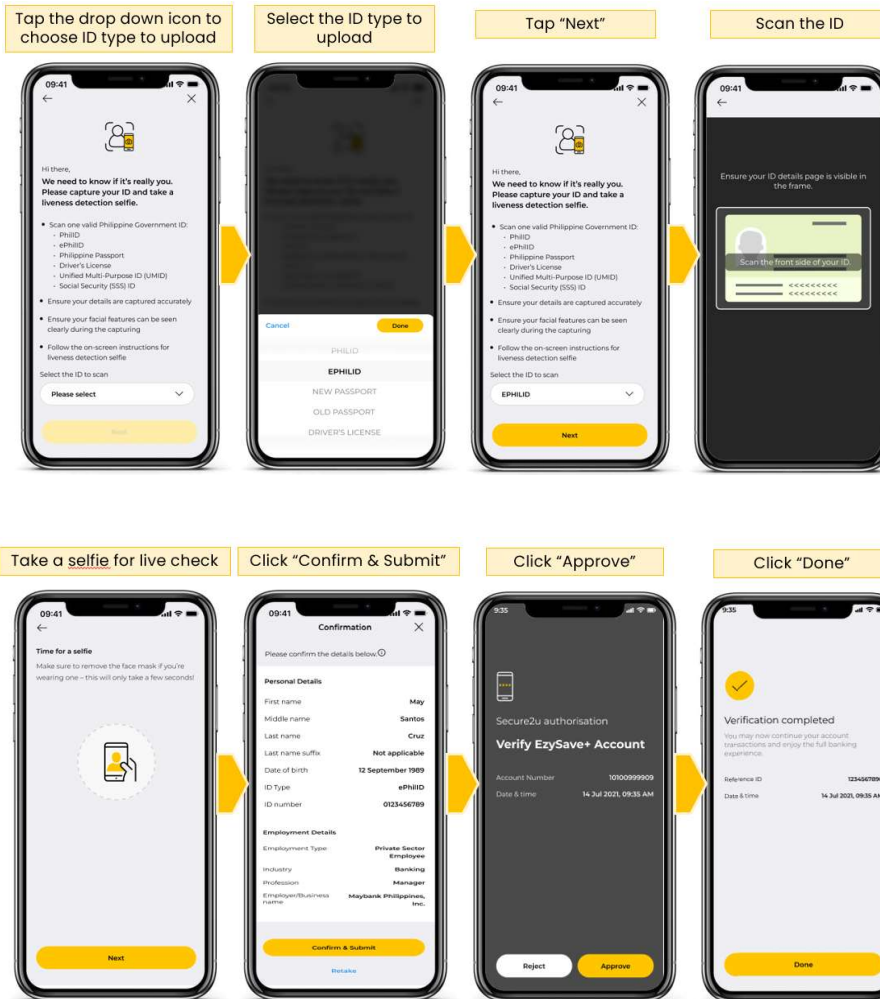
3. Why do I need to complete account verification?

Account verification is necessary to fully enjoy the benefits of your EzySave+ account and lift the initial deposit limit of Php100,000 after account opening.

4. How do I verify my EzySave+ account using Verify Now?

To verify your account, kindly log-in to your M2U App, tap View All Accounts, select your EzySave+ account, and tap Verify Now. You may follow the steps below:





5. After I opened my account, I was prompted with a screen that reflects “Account Activation Required” in the GCash App. What do I need to do?

Simply log in to you M2U mobile app, tap View All Accounts, select your EzySave+ account, and tap Verify Now.

Sample screen:



6. After I opened my account, I was prompted with a screen that reflects “Branch Verification Required” in the GCash App. What do I need to do?

Kindly visit a Maybank Branch near you to complete your account verification. You may be required to submit additional documents to finalize your account verification.

Sample screen:



7. What IDs are accepted via Verify Now?

You will need one (1) of these **valid and updated government-issued ID**:

1. PhilID
2. ePhilID
3. New Passport
4. Old Passport
5. Driver's License
6. Unified Multi-Purpose ID (UMID)
7. Social Security (SSS) ID (note: the new SSS Debit Card cannot be used as an ID for purposes of e-verify)

8. What happens after I complete my account verification?

Once account verification has been completed, you may already access and use your EzySave+ account for your deposit and other transactions.

9. Is Verify Now applicable to other Deposit Account?

Currently, this feature is applicable to **EzySave+ customers only**.

10. I encountered an error while completing my verification, what do I do?

Please try again as this may be due to an internet connection issue. If the error still occurs after retrying, kindly contact Customer Care at (632)8588 3888.

11. I am already fully verified with Gcash, is it still necessary to go thru the Verify Now process?

Yes, GCash Wallet verification is separate from EzySave+ Account verification since each institution must go thru separate on-boarding process.

12. Can my EzySave+ account receive funds even if it is not yet verified?

No, you cannot receive funds and will not be able to use it for fund transfer or bills payment unless your EzySave+ account is fully verified.

13. Is Verify Now safe and secure?

Yes. The process uses facial recognition and secure ID upload to ensure your account is verified safely. Your information is protected under Maybank's strict data privacy and security standards.

11. Who do I call for additional questions?

You may call our Customer Care at (02) 8588 3888, PLDT Domestic Toll Free 1-800-10 588 3888 or email at mpi.customerservice@maybank.com.

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