

Verify Now

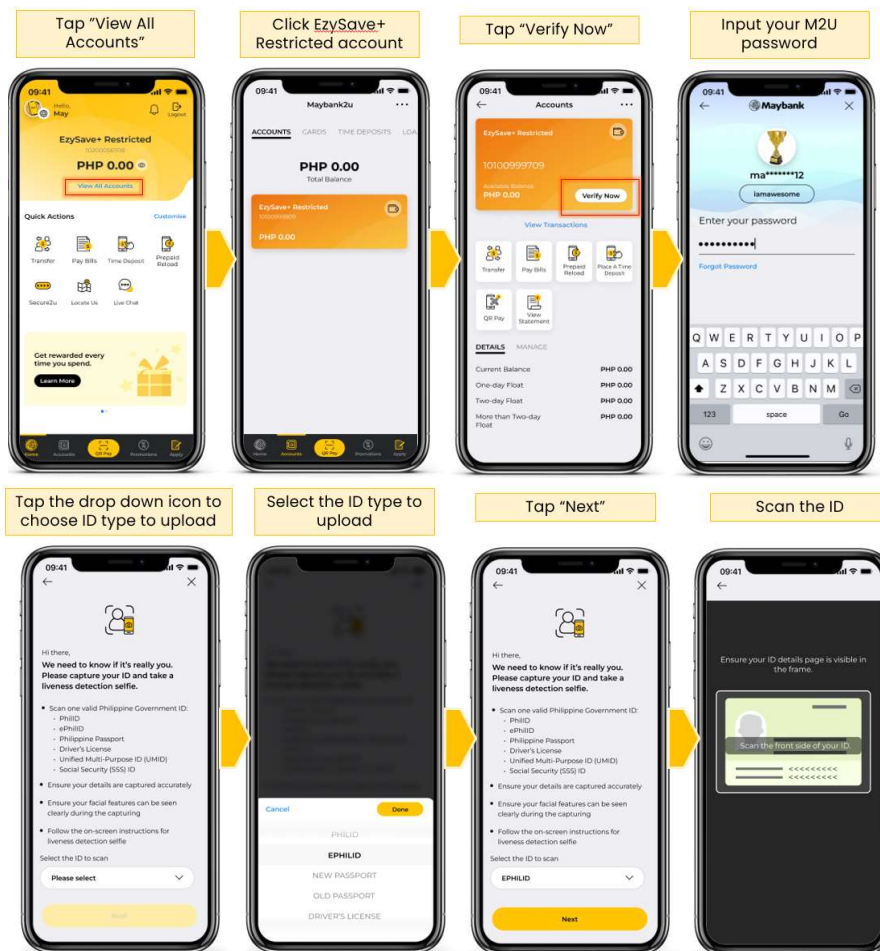
Frequently Asked Questions (FAQs)

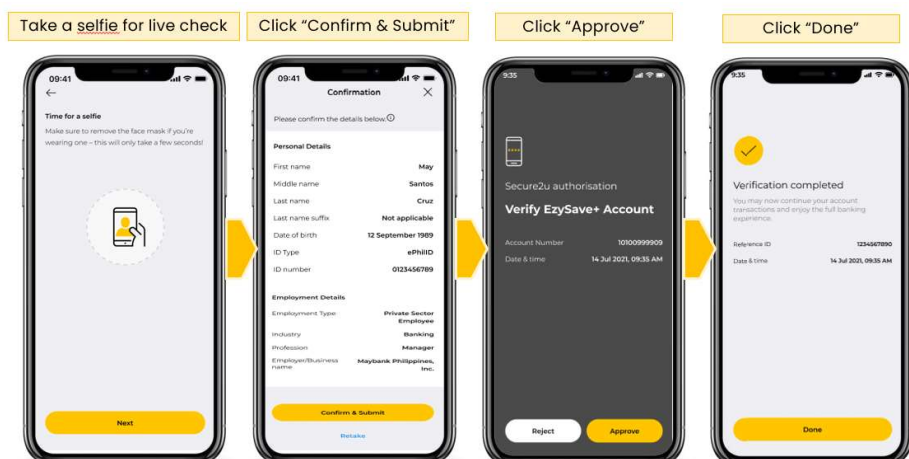
1. What is "Verify Now"?

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

2. 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.



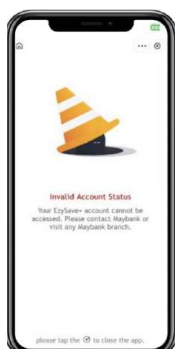



3. Can I still use my EzySave+ account while it is on hold?

- **For existing accounts:**

You can view and transact using your EzySave+ account via the GCash and the M2U PH App until December 15, 2025. After the said date, you will encounter an error when you attempt to transact via the GCash App and the M2U PH App if the account remains unverified.

What will be the error message when I transact?

Via Gcash – EzySave+ account cannot be accessed	Via M2U – Transaction Failed Screen
	

It is recommended to go thru the "Verify Now" process to avoid such errors.

4. Do I still need to go to a branch to verify my account?

Generally no need but, you may be asked to do so if additional requirements are needed to complete your verification — for example, if you didn't pass the online verification due to a failed liveness check or the type of ID used.

5. What error will I receive if I'm unable to complete the verification via the M2U app and need to visit the branch?

Error screen saying
"Branch Verification Required"



6. What IDs are accepted for 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)

7. Is Verify Now applicable to other Deposit Account?

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

8. 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.

9. Can my EzySave+ account receive funds even if it is on hold or restricted?

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.

10. 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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