

## Maybank Philippines ATMs Frequently Asked Questions

1. **What's new with Maybank Automated Teller Machines (ATMs)?**
  - Maybank has partnered with Euronet to upgrade the machines and offer wider access to ATMs nationwide.
  - With this partnership, Maybank ATMs are getting a revamped look, powered by Euronet. Plus, Maybank customers may also transact at blue Euronet ATMs with the Maybank logo sticker.
  
2. **What's the difference between the Maybank ATM (powered by Euronet) and blue Euronet ATM with the Maybank sticker?**

	
<p><b><u>Maybank ATM (powered by Euronet)</u></b></p> <ul style="list-style-type: none"> <li>✓ Maybank branded ATMs, powered by Euronet, with a fresh new look bearing the Maybank logo</li> <li>✓ Located at Maybank branches and current off-site locations</li> </ul>	<p><b><u>Euronet ATM (with Maybank sticker)</u></b></p> <ul style="list-style-type: none"> <li>✓ Blue Euronet ATMs with the official Maybank logo sticker</li> <li>✓ Around 1,000 ATMs available nationwide at convenient locations such as malls, offices, transportation terminals and more</li> </ul>

Member of BancNet and PDIC. Deposits are insured by PDIC up to P1 Million per depositor. Maybank Philippines Inc. is regulated by the Bangko Sentral ng Pilipinas | <https://www.bsp.gov.ph>

**3. What transactions can I do at Maybank ATMs (powered by Euronet) and Euronet ATMs with the Maybank sticker?**

- Cash Withdrawal
- Balance Inquiry
- Interbank Fund Transfer
- Bills Payment via BancNet

**4. Are there fees or charges when I use Maybank ATMs (powered by Euronet) and Euronet ATMs with the Maybank sticker?**

Using Local Maybank Visa Debit Card / Maybank Debit Card	Maybank ATMs (powered by Euronet)	Euronet ATMs (with Maybank sticker)
Cash Withdrawal	FREE	
Balance Inquiry	FREE	
Interbank Fund Transfer via BancNet	With BancNet fee (Currently at Php25.00)	
Bills Payment via BancNet ATM	FREE	

Using Other Bank's Local Debit Card	Maybank ATMs (powered by Euronet)
Cash Withdrawal	With fee* (Currently at Php16.00)
Balance Inquiry	With fee* (Currently at Php2.00)
Interbank Fund Transfer via BancNet	With BancNet fee (Currently at Php25.00)
Bills Payment via BancNet ATM	FREE

*\*Subject to change with prior notice*

For Maybank ATM cards issued abroad, cash withdrawal and balance inquiry will be charged with the standard foreign transaction fee.

**5. I had wrong PIN tries at a Maybank ATM (powered by Euronet) / Euronet ATM with the Maybank sticker, and can no longer transact with my Maybank Debit Card, what should I do?**

- For security reasons, you can no longer use your Maybank Debit Card due to multiple incorrect PIN attempts. Visit any Maybank branch near you for assistance. If you still remember your PIN, your Maybank Debit Card can be reactivated; however, if you no longer remember your PIN, it will require card replacement subject to applicable fees.

## 6. Whom can I contact for concerns about the ATM?

- For Maybank card and account related concerns, you may visit a Maybank branch or contact the Maybank Customer Care Hotline:

Metro Manila : (02) 8588-3888

PLDT Domestic Toll Free : 1-800-10-588-3888

- For Other Banks card and account related concerns, please contact your Bank.
- For ATM-related concerns, please contact Euronet at (02) 8250-6777.