

Quick Guide for New Debit Card Request and PIN Change via **Maybank2u PH Mobile App**

Conveniently request for a new debit card or change your debit card PIN with just a few taps via the **Maybank2u PH (M2U) mobile app**. No forms and no queues!

How to **Request for a Debit Card:**

STEP 1

Open the **M2U App** on your smartphone

STEP 2

Log In with your **M2U username** and **password**

STEP 3

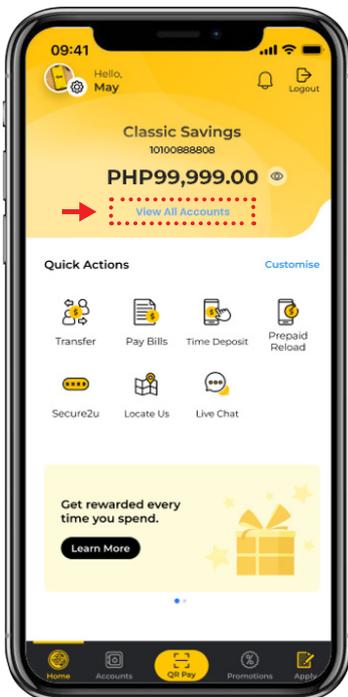
Follow these steps to request for a new debit card:

Don't have the M2U App yet?
Simply go to the App Store or Play Store to download Maybank2u PH mobile app.



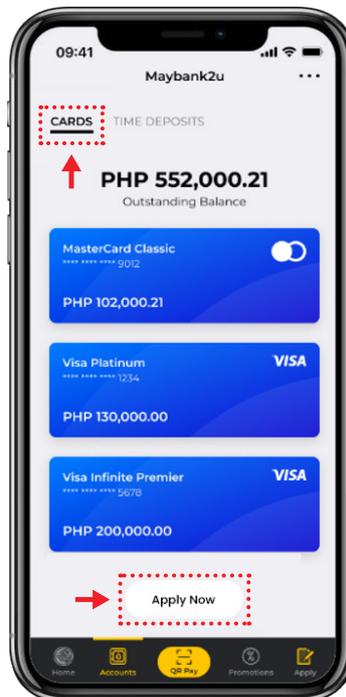
3.1

Tap **"View All Accounts"**



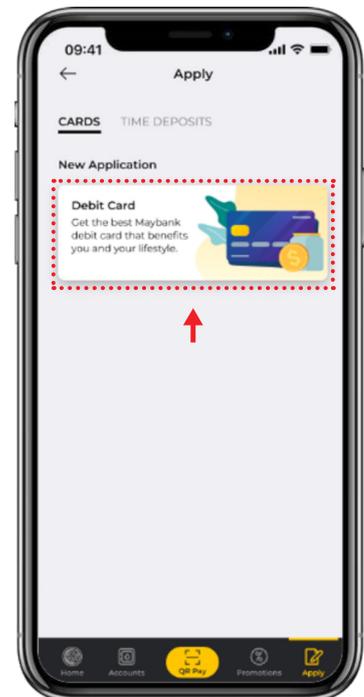
3.2

Go to **"Cards"** and click **"Apply Now"**



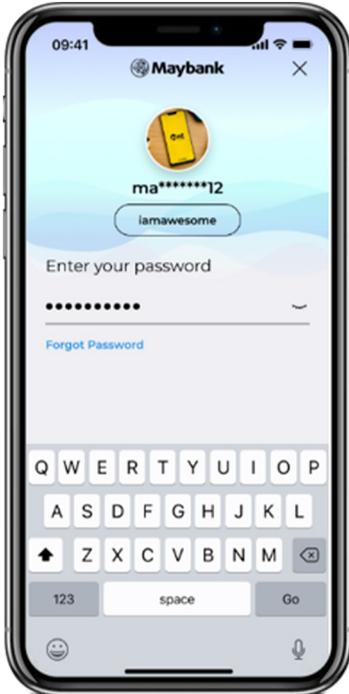
3.3

Tap **"Debit Card"**



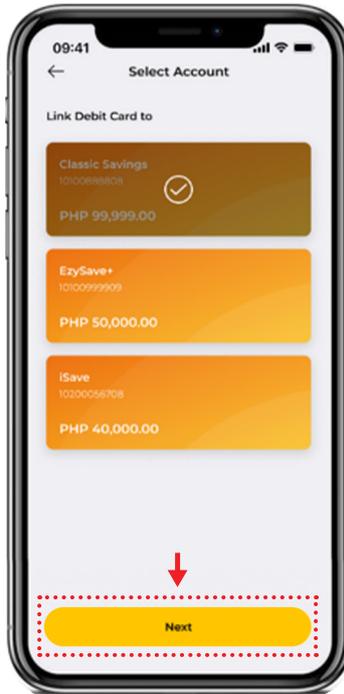
3.4

Enter your **M2U Password**



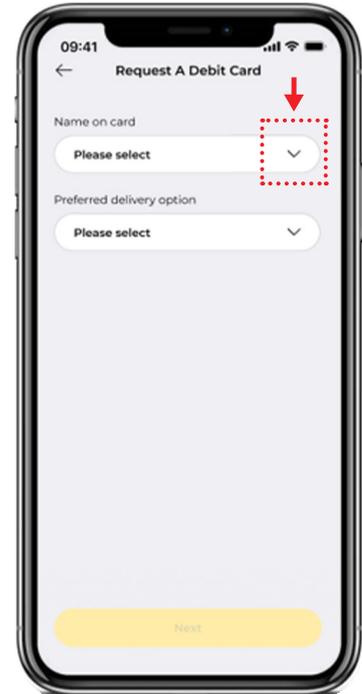
3.5

Select the **deposit account** to be linked to the debit card



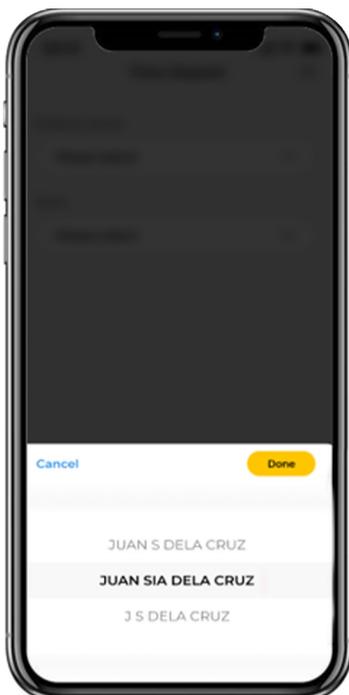
3.6

Click the dropdown button to select the **"Name of Card"**



3.7

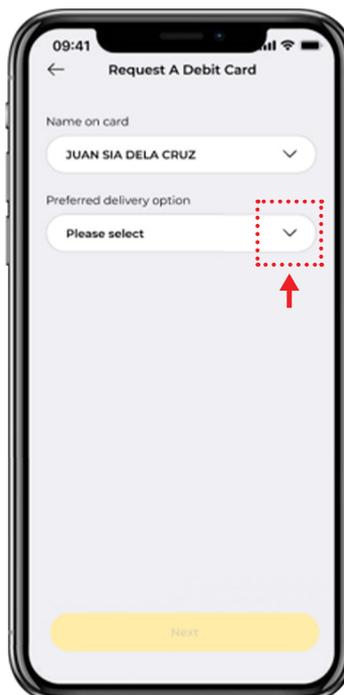
Select your preferred **name** to appear on the debit card



NOTE:
The name is **automatically predefined** based on the system records.

3.8

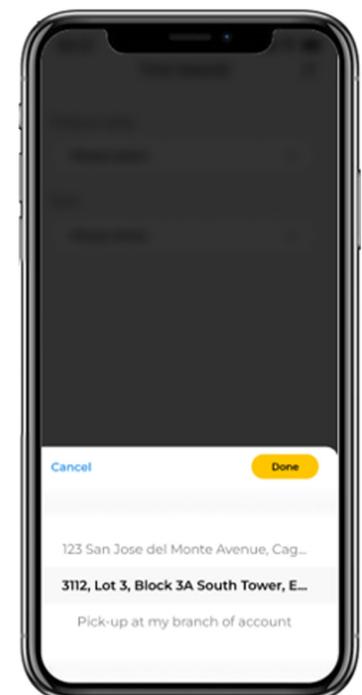
Click the dropdown button under **"preferred delivery option"**



NOTE:
Delivery address options are limited to residential, business or branch pick up.

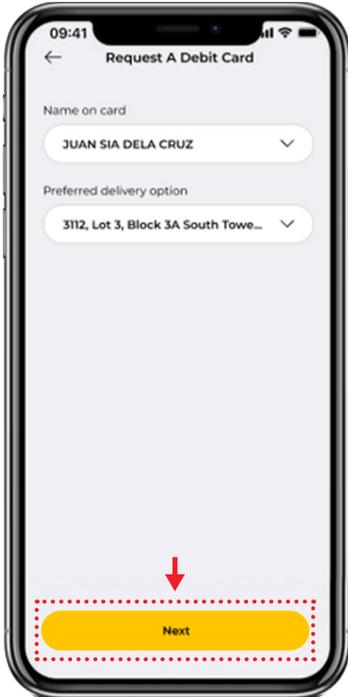
3.9

Select your preferred **delivery address**



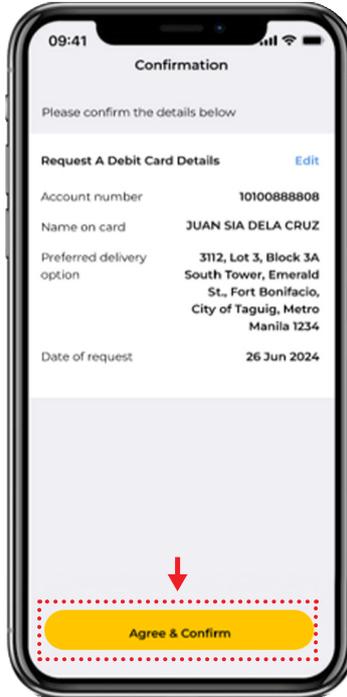
3.10

Tap "Next"



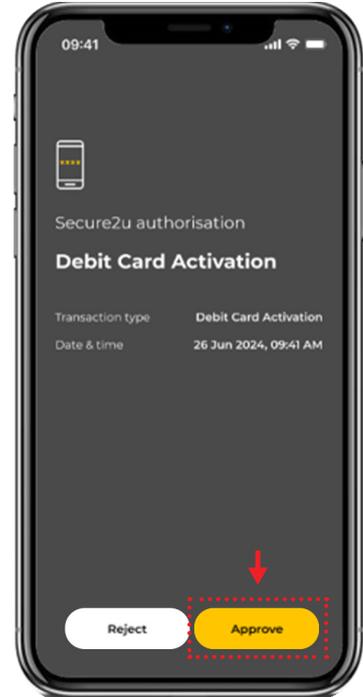
3.11

Click "Agree & Confirm"



3.12

Tap "Approve"



3.13

Only if **Secure2u is unavailable**

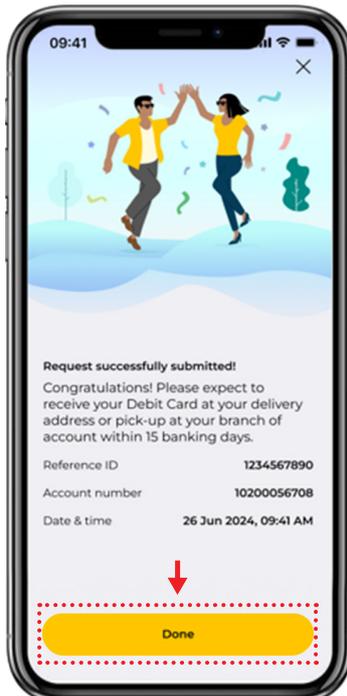


If Secure2U is unavailable, an OTP will be sent via SMS.

Client will receive an SMS or e-mail after request submission.

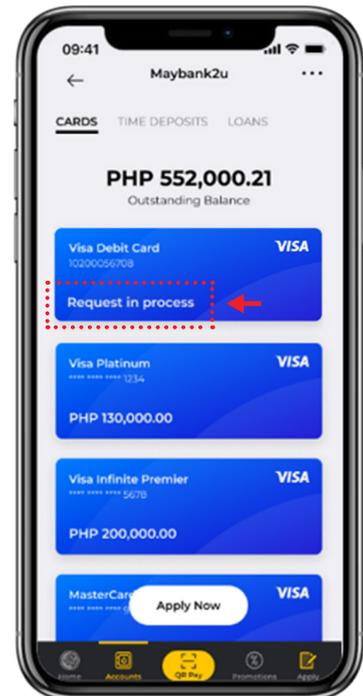
3.14

Tap "Done"



3.15

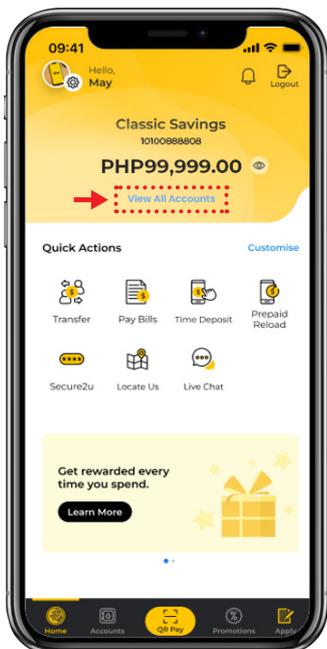
Status reflected should be "Request in process"



How to **Activate Debit Card & set Debit Card PIN:**

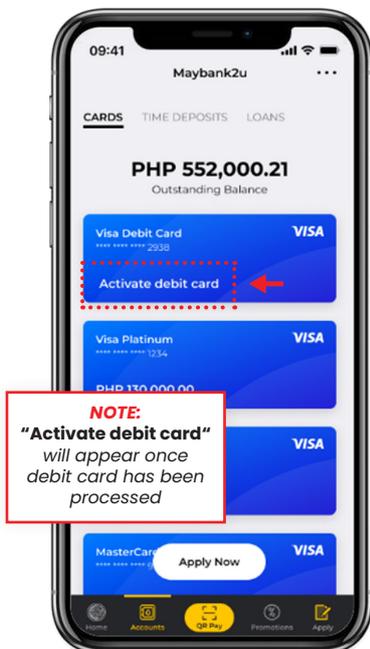
1

Tap **"View All Accounts"**



2

Select the **debit card** to be activated



3

Enter your **M2U Password**



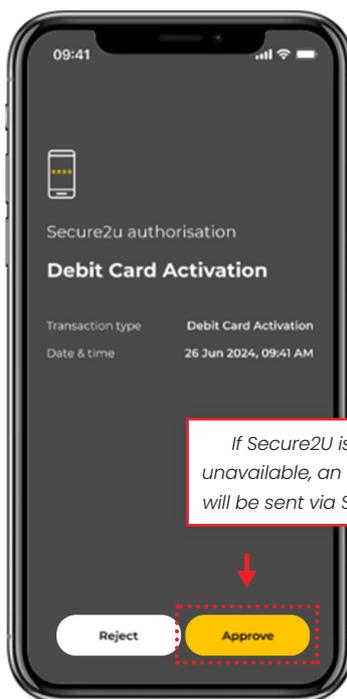
4

Enter the last **10 digits** of your debit card no.



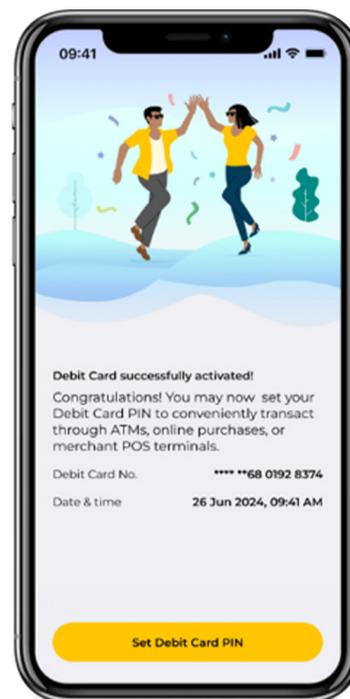
5

Tap **"Approve"**



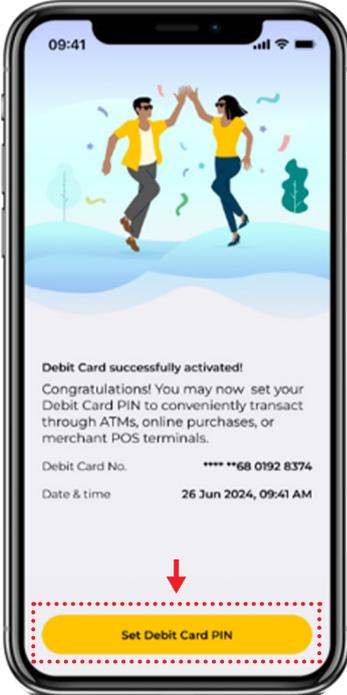
6

Debit Card **successfully activated!**



7

Tap **"Set Debit Card PIN"**



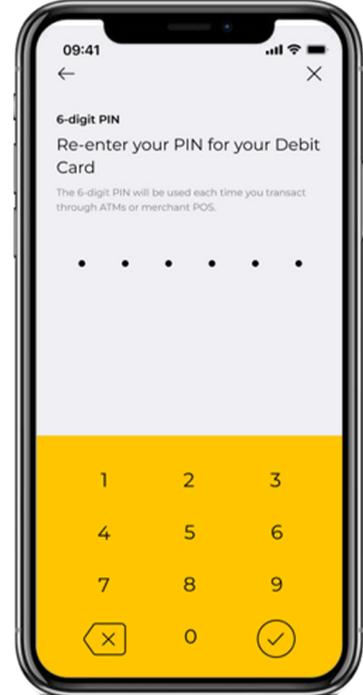
8

Nominate your **debit card PIN**



9

Re-enter your nominated **debit card PIN**



10

Tap **"Approve"**



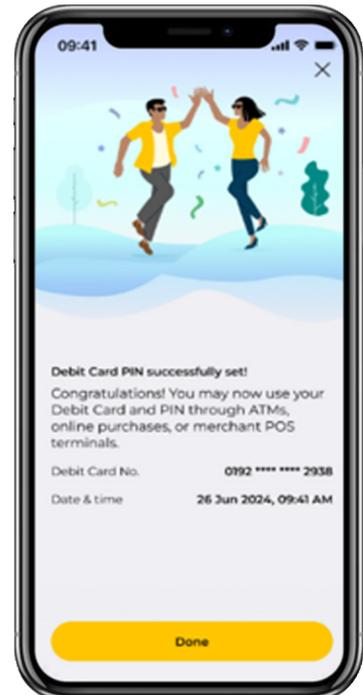
11

Only if **Secure2u is unavailable**



12

Debit Card PIN **successfully set!**



Client will receive an SMS or e-mail after request submission.

How to **Change your Debit Card PIN:**

1

Select your preferred account



2

Tap "Change PIN"



For card replacement, kindly visit any Maybank branch or call Customer Care at (02) 8588-3888

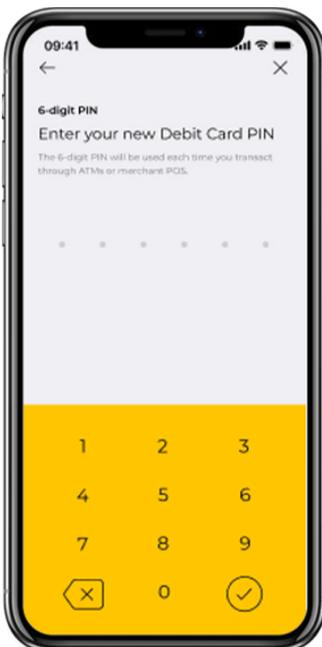
3

Enter your M2U Password



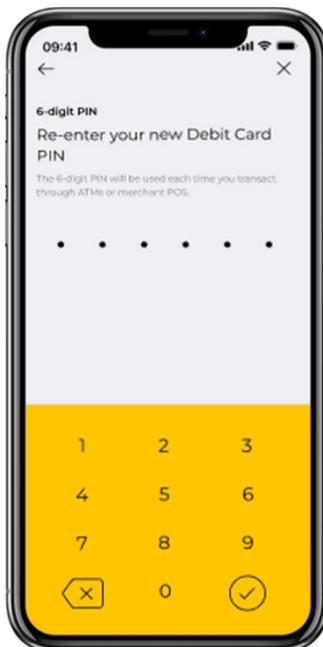
4

Enter your new debit card PIN



5

Re-enter your new debit card PIN



6

Tap "Approve"



7

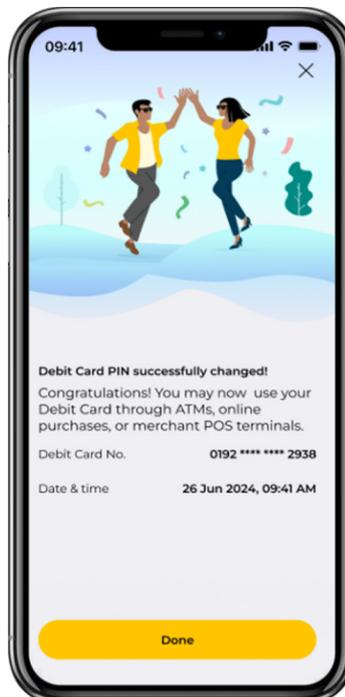
Only if **Secure2u is unavailable**



Client will receive an SMS or e-mail after request submission.

8

Debit Card PIN
successfully changed!



Debit Card Request and PIN Change via M2U PH App Frequently Asked Questions

1. Who can request for a new debit card through the M2U App?

- All active individual Peso deposit customers who still do not have an existing debit card linked to their deposit account.
- Clients without an existing debit card request for the same account.

NOTE: Debit card request only applies to deposit products with a debit or ATM card feature.

2. Can I request a replacement debit card through the app?

You cannot request for a replacement card via the app at the moment. The debit card request feature in the M2U app is only for new debit card requests.

3. I already requested for a debit card via Maybank Branch or Customer Care. Can I cancel that and request via M2U App?

If you already requested for a debit card via Maybank Branch or Customer Care, you may no longer request for a new one via the M2U app. However, you may link or activate your debit card via the M2U app.

4. How do I change my Debit Card PIN?

Simply log in to your M2U App, view all accounts then go to the Cards tab, select the specific Debit Card you want to change PIN for then tap Change PIN.

5. Is there a limit in changing the PIN in the M2U App?

None. You may change your PIN as needed. It is recommended to change your PIN regularly for security purposes.

6. What if I lose my card, can I request a replacement card in the app?

If you lost your debit card, please contact our Customer Care immediately at (02) 8588-3888 to have it blocked and to request for a debit card replacement. You may also visit the Maybank branch near you to request for card replacement

7. How will I receive my debit card once I request it in the M2U App?

Your debit card will be delivered to your nominated delivery address via Maybank's accredited courier or via branch pick-up.

8. I am not available to receive my debit card. Can I authorize someone to receive it?

Yes, you may assign an authorized representative to receive the card on your behalf. Please prepare a signed authorization letter, a copy of your ID and authorized representative's ID to be presented to the courier.

9. When will I receive my debit card after requesting via the M2U App?

You will receive your debit card within 15 banking days. If you have not received your debit card within this period, please contact Maybank Customer Care.

10. I just received my new debit card. Can I use it right away?

You can use your new debit card as soon as you are able to activate it and nominate your debit card PIN via the M2U App.

11. Is there any fee for new debit card request via the M2U App?

Requesting for a new debit card via the M2U App is free of charge as long as you meet the minimum balance requirement on your deposit account that qualifies you to request for a debit card.

12. I already have an existing debit card. Will it be reflected automatically in the M2U App?

Yes, existing debit cards will be automatically reflected in the M2U App.

13. I recently received a new debit card that I ordered via Branch. Can I activate the debit card and set PIN via the M2U App?

Yes, you can activate and set the PIN of your debit card via M2U app.

14. What account types are eligible for debit card request via the M2U App?

Product Type	Deposit Product	Required Balance at the time of request (PHP)
Checking	(MPI) PREMIER 1 CHECKING ACCOUNT - PERSONAL	20,000.00
Checking	CHECKING ACCOUNT FLEXI PAYROLL	0
Checking	CLASSIC CHECKING ACCOUNT - PERSONAL	10,000.00
Checking	CURRENT ACCOUNT-I (PERSONAL)	30,000.00
Checking	EZYFLEX FOR LOAN PAYMENT	0
Checking	EZYFLEX FOR WITH ATM	10,000.00
Checking	EZYFLEX FOR WITH CHECKBOOK	50,000.00
Checking	EZYFLEX FOR WITH PASSBOOK	30,000.00
Savings	ATR KIM ENG PAYROLL	0
Savings	CLASSIC SAVINGS ACCOUNT	10,000.00
Savings	EZYSAVE+	10,000.00
Savings	FLEXI PAYROLL - 0 WAIVED FEES FOR WITHDRAWALS AND INQUIRY, 2WDL, 2WDL 2INQ, 4WDL, 4WDL 4INQ, 6WDL, 6WDL 6INQ	0
Savings	ISAVE	1,000.00
Savings	MPI PAYROLL ACCOUNT	0
Savings	PAYROLL ATM ACCOUNT SAV 4W	0
Savings	PVAO - DEATH PENSION, DISABILITY, EDUCATIONAL, OLD AGE	100
Savings	RISE SAVINGS ACCOUNT	0
Savings	SAVE N' PROTECT SAVINGS ACCOUNT	20,000.00
Savings	SAVINGS ACCOUNT FLEXI PAYROLL	0
Savings	SAVINGS ACCOUNT-I	10,000.00
Savings	SAVINGS SETTLEMENT ACCOUNT - TRUST	0
Savings	SSS PENSION ACCOUNT A/C	100
Savings	TD SETTLEMENT	0
Savings	YIPPIE/IMTEEN ACCOUNT	500

For inquiries, please call our Customer Care at (02) 8588-3888, PLDT Domestic Toll-Free: 1-800-10-588-3888 or e-mail at mpi.customerservice@maybank.com
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