

Two-Factor Authentication (2FA) - FAQs

Q1. What is Two-Factor Authentication (2FA)?

Two-Factor Authentication (2FA) is the verification of a user's online identity.

The current practice used by financial institutions in Singapore is the provision of a unique One-Time Password (OTP) to their clients. This is also practiced by Maybank Securities. When a client wishes to access one of our online services, the client is required to enter an additional unique OTP, which is generated on demand through OKTA Verify App installed in client's registered mobile phone.

Q2. What is the purpose of 2FA?

The primary objective of two-factor authentication is to secure the customer authentication process and to protect online customer accounts against unauthorised access. In doing so, client confidence in online trading systems will be boosted. Furthermore, 2FA is a useful tool against cyber attacks targeted at financial institutions and their clients.

Q3. Is 2FA compulsory for trading through Maybank Securities?

At this point in time, 2FA is not compulsory for trading through us. However, we strongly believe that 2FA provides better security for clients and we encourage clients to use 2FA to enjoy an enhanced level of security during online trading.

Q4. Can I still opt for 2FA if I have opted out previously?

Yes, you can opt in to 2FA in Maybank CFD - when you login to the IRESS platform



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Continue without Two-Factor Authentication (2FA)

To "Continue without 2FA", I/we understand the [2FA Risk Awareness Statement](#) and accept the acknowledgement of Single Factor Authentication.

Set up Two-Factor Authentication (2FA)

Steps:

1. Set up Two-Factor Authentication (2FA)
2. Step 2: Download the OKTA Verify App to your designated mobile device.
3. Step 3: Choose Account type - Organisation (work, school, company)
4. Step 4: Scan the QR code on the OKTA Verify App
5. Step 5: To generate the OTP - input the 6 digit
6. Step 6: 2FA successfully setup

Q5. When do I need to use the One-Time Password (OTP)?

You will be prompted for the OTP only upon login to Maybank CFD. There is no 2FA OTP required for performing online transactions at this moment.

Q6. What is the OKTA Verify App?

OKTA Verify is a lightweight app that is used to register your device to OKTA. Registering your device to OKTA gives you passwordless authentication to apps, strong device-level security, and more.

After a one-time registration process using OKTA Verify, you may experience a modified login experience to your OKTA apps, based on your organization's settings. OKTA values your privacy. This app does not store any personal information. Your organization will not be able to view personal information after your device has been registered.

Q7. Using the same OKTA Verify app that is already linked to my individual trading account, can I link it to my joint trading account?

No. There will be a separate OKTA Verify App registration is required for joint account holders.

Q8. I travel frequently, will I be able to use the OKTA Verify app abroad without any internet connection?

Yes. You will be able to generate OTP without internet connection on your phone.

Q9. Is 2FA applicable if I login via Maybank CFD Mobile apps?

Yes. For 2FA setup, you are required to login through Maybank CFD website and registered 2FA on OKTA Verify App.

Q10. What should I do when I keep getting error messages about failed OTP login?

You may contact your respective Trading Representative or alternatively, call our Helpdesk at (65) 64321888 for assistance.