

Please complete the form below to register for 3D Secure One-Time Password (OTP)

The principal cardmember need NOT fill out the form if registration is for supplementary cardmember(s) only. Mobile phone numbers provided for principal and supplementary cardmember(s) MUST BE DIFFERENT.

Please note that this form is only for the registration of mobile phone number for 3DS password.

If you are an existing PIB SMS-OTP user, please note that the same mobile number will be used to receive your 3DS password.
For customers who wish to change the registered mobile number for PIB SMS-OTP, please refer to Q3 and Q4 in the FAQ section.

What is 3D Secure?

3D Secure (3DS) is a security protocol used by banks worldwide to authenticate online card transactions. You will recognise the participating 3DS merchants by the following logos on the merchants' websites:



How does it work?

- When you are making online purchases, you will be prompted to enter an OTP (One-Time Password) at the 3DS merchant's website to authenticate the transaction.
- This OTP will be automatically sent to your registered mobile phone number with the Bank.
- Once you have entered the OTP, you can proceed with your online purchase transaction.

One-Time Password (OTP) for your online purchases.

As an added security measure, you will be required to enter an OTP when you make online purchases at participating 3D Secure (3DS) merchants using your UOB credit or debit cards.

Who needs to register the mobile phone number for 3DS?

For existing UOB Personal Internet Banking (PIB) customers who receive One-Time-Password by SMS (SMS-OTP) on their mobile phones, NO further action is required as the 3DS password will automatically be sent to the SAME mobile phone number registered for PIB SMS-OTP.

If you have NOT registered for PIB SMS-OTP, you will need to register your mobile phone number with the Bank for transactions with 3DS merchants, regardless of whether you are the principal or supplementary cardmember. This is a one-time registration which will be applicable to ALL your UOB credit and debit cards.

Frequently Asked Questions (FAQs)

Q1. Why do I need an OTP to complete an online purchase?

There is a need for added security due to high incidents of online fraud in recent years.

The OTP sent via SMS to your mobile phone is a secure way to identify and authenticate the person initiating the online purchase is the cardmember.

Q2. If I do not provide my mobile phone number, can I still make online purchases?

You will still be able to make purchases on merchant websites that have yet to support 3DS. However, you will not be able to complete a transaction without an OTP at 3DS merchant websites.

Q3. I am an existing PIB SMS-OTP user but I would like to register a different mobile number for 3DS. Is it possible?

No, the same mobile phone number must be registered for PIB SMS-OTP and 3DS password.

Q4. I am an existing PIB SMS-OTP user but I would like to change/register a new mobile number for both my PIB SMS-OTP and 3DS. Is it possible?

Yes, you may proceed to complete a change of mobile phone number via the PIB Form which can be downloaded from www.uob.com.my

Mobile Number Registration for 3D Secure One-Time Password (OTP) / Pendaftaran Nombor Telefon Bimbit untuk 3D Secure One-Time Password (OTP)

Please send completed form to / Sila hantar borang yang lengkap ke:

United Overseas Bank (Malaysia) Bhd, RCSC – IBR, P.O. Box 11212, 50738 Kuala Lumpur, Malaysia

Principal Cardmember Details / Butir-butir Kad Ahli Utama

Name (as per NRIC/Passport) / Nama (seperti yang tertera pada Kad Pengenalan/Pasport)

New NRIC No. / No. Kad Pengenalan Baru

Old NRIC No. / No. Kad Pengenalan Lama

Passport No. / No. Pasport

Contact No. (Mobile) / No. Telefon (Bimbit)

Email / Emel

Country Code

Mobile Phone Number

UOB Visa/MasterCard Card No. / No. Kad Visa/MasterCard UOB

Expire Date (mm/yy) / Tarikh Luput (bb/tt)

Cardmember's Signature / Tandatangan Ahli Kad

(As specified in your UOB Visa/Mastercard card account) / (Seperti yang ditentukan dalam akaun kad Visa/Mastercard UOB anda)

Date / Tarikh :

Supplementary Cardmember Details / Butir-butir Kad Ahli Tambahan

Name (as per NRIC/Passport) / Nama (seperti yang tertera pada Kad Pengenalan/Pasport)

New NRIC No. / No. Kad Pengenalan Baru

Old NRIC No. / No. Kad Pengenalan Lama

Passport No. / No. Pasport

Contact No. (Mobile) / No. Telefon (Bimbit)

Email / Emel

Country Code

Mobile Phone Number

UOB Visa/MasterCard Card No. / No. Kad Visa/MasterCard UOB

Expire Date (mm/yy) / Tarikh Luput (bb/tt)

Cardmember's Signature / Tandatangan Ahli Kad

(As specified in your UOB Visa/Mastercard card account) / (Seperti yang ditentukan dalam akaun kad Visa/Mastercard UOB anda)

Date / Tarikh :

Declaration & Agreement / Pengisytiharan & Persetujuan

By submitting this form, I/we hereby: / Dengan ini, saya/kami:

- confirm that the information given in this form is correct and complete. / mengesahkan bahawa butir-butir yang diberikan dalam borang ini adalah betul dan lengkap.
- authorise United Overseas Bank (Malaysia) Bhd. ("UOBM") to update all of my/our records on file. / memberi kuasa kepada United Overseas Bank (Malaysia) Bhd. ("UOBM") untuk mengemaskinikan semua rekod dalam fail saya/kami.
- authorise and consent for the mobile phone number provided to be used for the purpose of Credit Card Security Alert / Authentication of Subscriptions and UOB Personal Internet Banking SMS-OTP, Online Transaction Notifications or any other means UOBM may deem appropriate. / memberi kuasa dan kebenaran untuk menggunakan nombor telefon bimbit yang diberikan untuk tujuan Amaran Sekuriti Kad Kredit / Pengesahan Langganan dan Perbankan Internet Peribadi SMS-OTP UOB, Pemberitahuan Transaksi Internet atau apa-apa tujuan lain yang dianggap sesuai oleh UOBM.
- agree that the receipt of the SMS alerts notification is dependent on my/our mobile phone operator's ability to support this service and I/we am/are responsible for any applicable charges and fees based on prevailing terms and conditions of Maxis, DiGi, Celcom and other service providers. / bersetuju penerimaan pemberitahuan melalui SMS adalah bergantung kepada kebolehan operator telefon bimbit saya/kami untuk menyokong servis ini dan saya/kami dianggap bertanggungjawab untuk sebarang caj dan yuran yang dikenakan berdasarkan kepada terma dan syarat semasa Maxis, DiGi, Celcom serta pembekal perkhidmatan lain.
- agree to immediately notify UOBM of any change in my/our mobile phone number(s). / bersetuju untuk memberitahu UOBM jika terdapat perubahan nombor telefon bimbit saya/kami.
- acknowledge that the terms and conditions governing my/our UOB Credit/ Debit Card account(s) apply. / mengakui bahawa ia tertakluk kepada terma dan syarat terkini akaun(-akaun) Kad Kredit/Debit UOB saya/kami.
- agree that UOBM shall not be liable to me/us for any loss I/we may suffer as a result of any transactions using the 3D Secure. / bersetuju bahawa UOBM tidak akan bertanggungjawab terhadap saya/kami untuk sebarang kerugian yang mungkin dialami oleh saya/kami akibat sebarang transaksi yang menggunakan 3D Secure.