

BSNeBiz
Frequently Asked Questions (FAQ)

General	
What is BSNeBiz?	BSNeBiz is an online payment solution that offers a range of products and services to accommodate your business needs.
How does BSNeBiz work?	As an organization, once you subscribe to the BSNeBiz services, a user ID and temporary password are provided to log in to our website. Now you can either use the online data entry tool to enter the payment instructions, or you may upload a ready file to be sent to us to run your payment instructions.
Why do I need BSNeBiz?	<ul style="list-style-type: none"> • Manage your online payment securely in one place. • Get access to real-time balance and transaction information. • Single or bulk transactions, immediate transfers or standing instruction, BSNeBiz helps the organization to be more efficient and comply with their own financial rules. • Reduces administration and increases time efficiency, allowing the organization to focus on what's most important for business.
How do I connect to BSNeBiz?	Just make sure you have the internet access and type www.bsnebiz.com.my
Can I login to BSNeBiz via laptop/mobile phone/tablet?	Yes. If your device has access to the Internet, you can get global access via laptop and BSNeBiz Mobile App to perform monetary or non-monetary transactions.
Do I have to install any software to access the BSNeBiz?	No, you may use standard browsers with java script enabled.
What are the services offered in BSNeBiz?	<ul style="list-style-type: none"> • Account Management • Fund Transfer & Bill Payments • JomPay • DuitNow Transfer/QR • Bulk Payment • Autodebit • Statutory Payment (EPF) • Transaction Reporting • Multilevel customizable authorization flow
Is the service available 24 hours?	BSNeBiz is accessible for account balance subject to scheduled system enhancement. The system enhancement will be announced at the BSNeBiz login page and home page after login
Security and Policy	

How does BSNeBiz ensure that customer data is securely transferred and protected during usage?	BSNeBiz is committed to ensuring that your data is securely transferred embedded with second-factor authentication fully integrated (OTP and Challenge-Response) and applies end-to-end data encryption to ensure safe and secure usage.
Cooling-Off- Period	
What is cooling-off period?	The cooling-off period is a 12-hour waiting period that starts when you submit a request to increase your transaction limit and ends once the change has been applied.
Can transactions be made during the cooling-off period?	Yes. During the cooling-off period, you can continue performing transactions up to your previous limit without any disruptions. The new increased limit will take effect once the 12-hour waiting period ended.
Can I submit another request to change my online transaction limit during the cooling-off period?	No. You can only submit a new request, either to increase your limit or adjust your transaction limit to an amount equal to or lower than your current transaction limit, upon the completion of the existing 12-hour waiting period. This requirement serves as a security measure to help safeguard your account.
Is a cooling-off period required when decreasing the transfer limit?	No. The cooling-off period only applies when increasing your transfer limit. It does not affect changes to lower your limit.
What happens if I want to cancel a transfer limit increase request during the cooling-off period?	The request cannot be cancelled. You must allow the cooling off period to end before reverting the change
Can I make a transaction above my current transfer limit during the cooling-off period?	No. Transactions above your current limit will decline during the cooling off period. The new limit applies once the period ends.
Are there exceptions to the cooling-off period for urgent transactions?	No. The 12-hour cooling-off period is a mandatory requirement for all transfer limit increases, with no exceptions.
How can I increase my transfer limit?	<p>To increase your transfer limit, please follow the steps below:</p> <p>a) CORPORATE ADMINISTRATOR</p> <ol style="list-style-type: none"> Access the BSNeBiz Approval Matrix module. Click "Edit", update the amount you want to set as your new Transfer Limit, and click "Next". Enter the challenge response code and click "Confirm". Review the Approval Matrix module to verify the changes. <p>b) SINGLE USER</p> <ol style="list-style-type: none"> Access to Maintenance module and choose Transaction Limit.

	<ul style="list-style-type: none"> ii. Click "Edit", update the amount you want to set as your new Transfer Limit, and click "Next". iii. Enter the challenge response code and click "Confirm". iv. Check the Transaction Limit module to ensure the changes are displayed
Do I receive a notification when a new limit is activated on my account?	Yes. You will receive a notification through the BSNeBiz Mobile App once your new transfer limit is active, and you may begin transacting up to the updated limit.
Others	
Who can I contact for assistance?	You can contact the BSN Contact Centre at 03-2613 1900 or visit the nearest BSN Branch for assistance.