



BSNProtect Frequently Ask Questions (FAQ)

1) What is BSNProtect?
A security feature that protects the myBSN Mobile App from unauthorised access, malware threats, and data leakage when used on a mobile device.
2) Why is BSNProtect implemented in the myBSN Mobile App?
To strengthen the security of the myBSN Mobile App and protect users' banking information while using the app.
3) Does BSNProtect affect how I use the mobile app?
No. BSNProtect runs in the background and allows you to use the myBSN Mobile App as usual without disrupting your banking experience.
4) What kind of protection does BSNProtect provide?
BSNProtect helps protect the myBSN Mobile App against various security threats, including: <ul style="list-style-type: none">• Screen recording or screen mirroring, which may expose sensitive information• Malware or malicious applications that could compromise device security• Unauthorised access to sensitive banking information• Data leakage from the application
5) Why can't I display the myBSN Mobile App screen on an external display?
For security reasons, the myBSN Mobile App restricts screen mirroring and external display sharing to prevent sensitive banking information from being viewed, captured, or recorded by unauthorised parties.
6) Will BSNProtect access my personal data?
No. BSNProtect does not access or collect your personal data. It is designed solely to protect the myBSN Mobile App environment and ensure secure usage.
7) How do I know if my device is secure to use the myBSN Mobile App?
To ensure your device is secure, please make sure that: <ul style="list-style-type: none">• Your device is not rooted or jailbroken• Screen recording or screen mirroring is not enabled• Your device meets the app's security requirements, including running the latest operating system (OS) version for your device.
8) Can I disable BSNProtect?
No. BSNProtect is a built-in security feature of the myBSN Mobile App and cannot be disabled by users, as it is essential for protecting the app and your banking information.
9) Does BSNProtect slow down the myBSN Mobile App?

No. BSNProtect is designed to run efficiently in the background and does not affect the performance or normal usage of the myBSN Mobile App.

10) Who should I contact if I encounter issues related to the BSNProtect?

If you encounter any issues related to the BSNProtect, you may contact BSN Contact Centre at +603-2613-1900, or refer to the “Help” section within the myBSN Mobile App.