

EB BSN (EJEN BANK BERDAFTAR) DO's & DONT's

NO	DO'S	DONT'S
1	Conduct own transaction	Pass ATM card, share Personal Identification Number (PIN) and disclose account balance to others, including agents
2	Transact at agent business premise only. Agent's business premise must have financial institution's signage and possess authorised agent certificate	Transact with agents outside agent's business premise
3	Insist for receipt that is generated from the machine only	Share account details or allow third party to misuse your account for illegal transactions
4	Check "customer copy" receipt to ensure receipt amount matches actual transaction conducted before leaving the premise of agent	Accept the receipt issued manually by agents
5	Keep the transaction receipt (customer copy) as proof of transaction even when transaction appears to have failed before leaving the premise of agent	Allow agent to keep "customer copy" receipt
6	Notify financial institution for any misconduct of agents e.g.: <ul style="list-style-type: none"> • agent charged fees directly to customers • agent imposed unnecessary conditions before conducting transaction 	Undertake transaction when system is down and machine unable to generate receipts
7	Conduct transaction with authorised agents only	Pay any fees or charges directly to agent
8	Call financial institutions directly for enquiries or complaints on agents and transactions (e.g. receipt states successful transaction but does not correspond to bank account)	Conduct transaction with unauthorised agents
9		Delay in notifying financial institution for any dispute on the transaction