

FAQs On Ejen Bank Berdaftar (EB) BSN

1. How do I know if the agents are BSN's authorised agents?
You can check via:
 - (i) Visiting BSN website at www.mybsn.com.my
 - (ii) Enquiring at any of our BSN branches
 - (iii) Looking out for BSN signage outside the building
 - (iv) Requesting to see the BSN authorised agent certificate
 - (v) Calling BSN Customer Service Centre at 1300-88-1900

2. What are the transactions/services offered by the BSN's agents?
Please refer the answer at question number 13.

3. How can I enquire or make complaint on BSN's agents?
Any inquiries or complaints can be made by
 - (i) Visiting the nearest BSN branches
 - (ii) Contacting BSN Customer Service Centre at:
Tel : 1300-88-1900
Email : customercare@bsn.com.my
Address : Bank Simpanan Nasional,
Jabatan Perbankan Digital,
Ibu Pejabat, Wisma BSN 117,
Jalan Ampang 50450 Kuala Lumpur.

4. Where can I check if I want to know the nearest agent location?
You can check via:
 - (i) Via BSN website at www.mybsn.com.my;
 - (ii) Made an enquiry at any BSN branches;
 - (iii) BSN Customer Service Centre at 1300-88-1900

5. Is there any limit set on the transaction number and amount?
Please refer the answer at the EB BSN home page.

6. Will there be any charges imposed for any transaction done?
No.

7. In the event of any dispute with the agents, what should I do?
You can either
 - (i) Make a complaint at the nearest BSN branch or
 - (ii) You can report it by calling our BSN Customer Service Centre at 1300-88-1900.

8. How can I know if the transactions have been successfully completed?
You will receive a receipt for any transaction done.

9. Can I open an account at the BSN's agent?
Yes, now you can open a savings account Giro / Giro-I at the premises of BSN agents.

10. What is the minimum amount for opening a savings account Giro / Giro -I through BSN's agent?

Please refer the answer at the EB BSN home page.

11. Can I get my ATM card after opening an account at BSN's agent?

No, you need to go to any BSN branch to update information and get a BSN Debit card within 2 months from the date of account opening.

12. Can I transfer money to other banks' account?

No. This service is currently not available.

13. Can I perform cash withdrawal on behalf of my next of kin?

No. A thumb print verification using MyKad is a must to ensure the authentication of the transaction.

14. Can I pay bill on behalf of my next of kin?

Yes. However it can only be done by using cash. Debit Card from other banks are not allowed.

15. What do I need to bring along with me to perform banking transactions?

No	Types of Transaction Offered	Brings Along
1	Deposit	BSN Debit Card or Cash
2	Withdrawal	BSN Debit Card and MyKad
3	Bill Payment	BSN Debit Card or Cash
4	BSN SSP	Cash and Mykad
5	Cashless Payment	BSN Debit Card
6	Account Opening	Cash and MyKad
7	Prepaid Top-up	BSN Debit Card or Cash

16. Is my account protected by PIDM if the transaction is conducted at BSN's agent?

No. However the savings transactions conducted through EB are guaranteed by the Government of Malaysia.

17. Is it safe to do transactions at BSN's agent? What would happen if I deposited my money and the agent is robbed?

Yes, it is safe as the transaction is done in real time. The customer's money is secured once the transaction successfully done.

18. What would I do if I come across fake BSN agents that start to collect deposit from the public?

You can

- (i) **report it to the nearest BSN branch or**
- (ii) **you can report it by calling our BSN Customer Service Centre at 1300-88-1900**

19. Can the agent come to my house as a value added service to collect deposit?
No. BSN does not allow the device to be removed from the agent's premise.
20. What are the operating hours of BSN's agent?
The operating hours is from 8 am to 10 pm, 7 days a week. However, it may vary depending on the agent's operating hours.
21. Can I update my passbook at BSN's agent?
No. Passbook update can only be done at BSN's branches.