

**myBSN Mobile Application
Frequently Asked Questions (FAQ)**

Application & Device	
What is myBSN Mobile Application?	myBSN Mobile Application (“App”) is a mobile banking application equipped with your existing online banking features. It is an easy and convenient way to handle your banking.
What are the services available in the App?	The list of services include: View • Accounts: Savings • Credit Card/i • Sijil Simpanan Premium • Financing/Loan: Housing, Personal and Hire Purchase DuitNow • Fund Transfer • DuitNow QR • DuitNow Interbank (Credit Card/i & Financing/Loan) Transfer • Transfer within bank (Own, 3rd Party) CASA (Current Account or Savings Account), Credit Card/i & Financing/Loan.
Who can download and use the App?	BSN customers with myBSN Internet Banking ID can download and use the App with their existing Username and Password.
Can the new App be used in both Android & iOS devices?	Yes. You can download the App from the AppStore (iOS), Google Play Store or Huawei App Gallery (Android).
What is the minimum mobile device requirement to use the App and its services?	Your device must meet the following requirements: Not jail-broken or rooted The device should not have unauthorized modifications to its operating system to ensure security to the device and the App. Stable internet connection Your device needs to be connected to a stable internet connection to access the Mobile Banking Services. Operating System Best Viewed Compatibility • iOS : Version 15.0 and above. • Android : Version 11.0 and above. • EMUI : Version 12.0.1 and above

I received an error message stating "Device not compatible" when trying to download the App. What do I need to do?	If you receive "Device not compatible" error, try the following steps: 1. Check system requirements Ensure that your device meets the minimum requirements for the App. Kindly refer to the answers above. Visit the App page on the AppStore, Google Play Store or Huawei App Gallery for exact requirements. 2. Update your device Ensure your device's operating system is up-to-date. Go to your device's settings, then 'About phone' or 'Software update' to check for updates. 3. Check the Settings 1) Open AppStore, Google Play Store or Huawei App Gallery. 2) Go to "Settings". 3) Under "User Controls," ensure "Content Filtering" is set to "Show all apps". 4) Try downloading the App again. 4. Contact BSN Contact Centre If the issue persists, reach out to BSN Contact Centre 03-2613 1900 who might be aware of the problem and have specific solutions or workarounds for your device.
Do I need to be a BSN Customer in order to use the App?	Yes. If you are not a BSN Customer, you can sign up for a BSN account instantly via www.mybsn.com.my. Certain eligibility criteria applies for account opening. For further info, log onto www.bsn.com.my or contact BSN Contact Centre at 03-2613 1900.
I already have BSNSecure. Do I need to uninstall BSNSecure and download the App? What will happen to BSNSecure?	No. You just need to go to the AppStore, Google Play Store or Huawei App Gallery, search BSNSecure and click UPDATE. BSNSecure will automatically convert to the App upon updated.
Does this App has Dark Mode feature?	Yes. The App allows users to switch the interface to a darker color scheme, reducing the overall brightness of the App. This feature is particularly useful in low-light environments as it reduces eye strain and conserves battery life on devices. When enabled, the App's background, menus, and other interface elements are displayed in dark colors, providing a visually comfortable experience in low-light conditions. Users can toggle between the regular light mode and the dark mode based on their preferences and the lighting conditions of their surroundings.

Change of Device	
I just changed my device. How can I access myBSN on my new device?	Don't worry, you can get back into your myBSN Mobile App on your new device with simple steps as follows: 1) Download the myBSN Mobile App from the App Store, Google Play, or Huawei AppGallery. 2) Log in using your existing username and password. 3) On the "Enter your details" screen, key in your Device Name and NRIC/Passport Number, then tap "Continue". 4) When asked "Do you want to switch to this device?", tap "Yes". 5) You'll see "Well done, device registered." That means your new device is set! 6) Call BSN Contact Centre at 03-2613 1900 (8:00 am – 10:00 pm) for verification and activation After verification, please wait up to 12 hours (cooling off period) for full activation before performing any transactions. Tip: During the 12-hour cooling-off period, you can still log in to check your balance and explore the app as usual. Your accounts and personal data remain secure throughout this process.
Do I need to call BSN to activate myBSN on my new device?	Yes, you do and it's for your own account security. Once you have registered your new device, please call BSN Contact Centre at 03-2613 1900. This step is important to ensure your identity is verified and your new device is securely linked to your BSN account.
I no longer have my old device. Can I still log in?	Yes. You can still access your account safely and here's what to do: 1) Install myBSN Mobile App on your new device. 2) Log in using your existing username and password. 3) On the "Enter your details" screen, key in your Device Name and NRIC/Passport Number, then tap "Continue". 4) When asked "Do you want to switch to this device?", tap "Yes". 5) You'll see "Well done, device registered." That means your new device is set! 6) Call BSN Contact Centre at 03-2613 1900 for verification and activation. Wait up to 12 hours (cooling period) before making any transactions. This cooling-off period is a security measure by BSN to protect your account from any unauthorized access.

I see a message “Device already registered.” What should I do?	This message means your old device is still linked to your myBSN account. Here’s how to fix it: 1) Tap “Replace Device” (if available) to register your new device. 2) Once successfully registered, the old device will be automatically deactivated to ensure the safety of your account. You will still have a 12-hour cooling-off period to observe before making any transactions. However, you can continue to log in, view your balance, and browse the app during this time.
Will my account or money be affected if I changed devices?	Not at all. Your savings, account history, and personal data remain secure. Changing devices only changes the location from which you access the app, while your money remains protected by BSN’s secure digital banking system.
I’m still facing issues setting up my new device. Who can help me?	You may reach out to BSN’s Contact Centre at 03-2613 1900 or visit the nearest BSN Branch. Our officers will guide you step-by-step to reactivate your myBSN Mobile App safely.  Friendly Reminder: Make sure to download the official myBSN Mobile App only from the App Store, Google Play, or Huawei AppGallery. Never share your user ID, password or verification code with anyone, even if they claim to be from BSN. Your security is always our top priority.

Security	
I am having difficulties performing transactions using the App. What do I need to do?	If you encounter difficulties performing transactions through the App, please follow these steps: 1. Check Data Connection Ensure you have a strong and stable internet connection, either Wi-Fi or mobile data, to use the App effectively. 2. Device Storage Availability If your device's storage space is low, consider uninstalling unused applications, deleting photos or videos, or closing unused applications to increase storage. 3. Clear Cache & Data on the App Navigate to your device's settings, find the App, and clear its cache and data. This action can resolve certain application issues. 4. Restart Your Device Restart your device and attempt the transaction again after rebooting. Sometimes, a simple restart can resolve connectivity issues. If the problem persists after trying these steps, please reach out to BSN Contact Center at 03-2613 1900 for further assistance.

What are the security features on App?	The App prioritizes security with the following features: Device Association The App access is limited to a single mobile device, enhancing security. Secured Login Access to banking services requires a secure login procedure, including a security image and passphrase. This ensures the App connects to BSN official site, preventing phishing attempts. Multi-Factor Authentication (BSN Secure) Transactions are authenticated through Multi-Factor Authentication, adding an extra layer of security. Cooling Off Period After BSN Secure activation, a 12-hour cooling-off period is enforced for enhanced security. Single Login Session Only one login session is allowed per each access to the App. If the same App access is used on another device, the current session will be terminated, especially during monetary transactions. Encrypted Transmission Sensitive data, such as passwords and transaction information, is transmitted through secure encryption protocols (SSL), ensuring confidentiality. No Stored Data Confidential account information is not stored on the App, enhancing the overall security feature.
Activation	
Can I activate the App on two different devices?	No. The App is tied to one device and one username only.
I've just changed to a new device. Do I need to activate the App again?	Yes. You need to activate the App on a new device. The service on the old device will be automatically deactivated during registration of the new device. Alternatively, you may also manually choose to deactivate it on your old device through the Settings in the App.
I've just switched over to a new telco provider with a new SIM card but same mobile number. Does this impact my App settings?	No. As long as your mobile number remains unchanged, the feature will still be available to you.

What happens if I changed my number to a new mobile number?	Change of mobile number will not affect BSNSecure that have been activated on your device. However, if you change your mobile number, it will impact your App usage because we require SMS TAC for verification as well as for other selected transactions especially for activation and other BSN services. Therefore, it's essential to update your new mobile number with the bank. Please visit nearest BSN Branches or call BSN Contact Center at 03-2613 1900 to provide your updated contact information. Kindly bring along your Identification Card for verification.
I lost my device. Can I activate the App on a new device?	Yes. Simply activate the App on your new device, verify your identity, and during the process, you will be prompted to deactivate the service on your old device.
How do I deactivate the App?	You can deactivate this feature by going to the "Settings" section within the App and select the "Unlink Device" option.
What happens to my personal account information if I lose my device?	Your personal account information will not be stored on the device after your login session. This means that even if someone finds or has access to your lost device, they won't be able to access your account information. For added security, it's important not to save or store any personal account information or passwords in your device. If your device is lost, you can still access the App from another device by registering the App on the new device. However, please note that upon reactivation, there will be a 12-hour cooling-off period. During this time, certain features or transactions are not available for security measure. Be sure to contact BSN Contact Centre for further assistance and to report the loss of your device promptly.
DuitNow QR / Scan & Pay	
How to use DuitNow QR?	You can make DuitNow QR payments to merchants by scanning the QR code or presenting your QR code for scanning. You can also scan QR to perform Person-to-Person fund transfers within close proximity of BSN Customers and/or other DuitNow QR supported bank or e-wallet mobile applications. Here are the steps: TO PAY 1. Tap on the DuitNow QR icon via the App Home Screen. 2. Place the QR Code in the scan area and scan the QR code. 3. Key in amount to pay. 4. Confirm & Complete transaction.

	TO RECEIVE MONEY 1. Tap on the DuitNow QR icon via the App Home Screen. 2. Choose Receive and the QR Code will be on display.
Where can I use DuitNow QR?	You can make payments to individuals with DuitNow QR code using any participating bank applications or e-wallet mobile applications and anywhere the DuitNow QR code is on display at participating merchant outlets.
How much is the transaction fee for using DuitNow?	No charges are applicable for transfers below RM5,000.00. Transfers of RM5,000.00 and above will incur a RM0.50 charge per transaction.
How to change my DuitNow mobile number?	You may change / update your mobile number at any BSN Branch to register the new number.
Can I transfer to a DuitNow ID registered to another bank?	Yes. As long as the DuitNow ID is registered with the respective banks.
Can the same DuitNow ID be linked to another bank's account?	Each DuitNow ID can only be tagged to one bank account at any given time.
Can I register for DuitNow if I'm not a Malaysian?	Yes. You can use your mobile number or passport number registered with the bank as your DuitNow ID.
Is Scan & Pay free of charge for local transactions?	Yes. Scan & Pay is absolutely free for all users of the App or if they are DuitNow QR participants.
Who can use Scan & Pay?	All App users are able to use Scan & Pay and DuitNow QR services.
How do I set up Scan & Pay?	To set up Scan & Pay on the App for the first time, follow these steps: 1. Log in with your Username and Password; 2. Tap the 'Scan & Pay' teal icon at the bottom navigation bar; 3. Set your daily limit transaction up to RM1,000.00; 4. Set your cumulative limit to using 'Scan & Pay' without input password (for login through biometric) up to RM250.00; 5. Click confirm button; 6. Enter the OTP number sent to your mobile phone number; 7. 'Scan & Pay' Limit is updated; 8. Allow the App to take picture, and you can start using the 'Scan & Pay' with ease; 9. For subsequent future change limit, please login into your Account on myBSN website and go to your profile to change your limit.

What are the types of limits I can set for Scan & Pay?	There are 2 types of limits: 1. Daily Transaction Limit is the maximum allowable transaction amount for the day. Your maximum daily transaction limit is capped at RM1,000.00. 2. Cumulative Limit is the maximum allowable transaction amount which will not require either a password, biometric authentication, or 6-digit PIN. The default and maximum cumulative limit is RM250.00. For payments above RM250.00 or the set preferred cumulative limit, your password or biometric access will be required for security reasons. Both limits can be updated through the App at your convenience.
How do I select my preferred Scan & Pay debiting account?	The account you've pre-selected as your account will be your Scan & Pay debiting account by default. If required, you may change your preferred debiting account to your BSN current/savings accounts or debit/credit cards, before confirming a payment.
What are the security features in place?	Your default daily transaction limit is RM1,000.00. However, you can set your preferred daily transaction limit from RM0.01 to RM1,000.00. Password or biometric (or 6-digit PIN) is required to proceed with QR payment of more than RM250 or the set preferred cumulative limit per transaction.
How do I safeguard my Scan & Pay from being abused?	You can prevent others from using your Scan & Pay by following these simple guidelines: 1. Ensure your device is protected with biometric, PIN or pattern. 2. Do not leave your device unattended. 3. Set your Scan & Pay limit based on your comfort level. 4. Regularly check your account activity for any discrepancies or unauthorized transactions.
Do I need to key in my password every time I launch and use Scan & Pay?	No. However, below are instances where your password is required: 1. First-time setup of Scan & Pay; 2. Change of Scan & Pay settings including payment limit and default account; or 3. QR payment of more than RM250.00 or your set preferred cumulative limit per transaction (password, biometric or 6-digit PIN required).

What are the types of QR codes available for scanning?	There are two types of QR codes: 1. Dynamic QR code: It has the merchant's account details and transaction amount embedded to it. You may scan it without entering the purchase amount. 2. Static QR code: It has the merchant's account details. You must enter the amount after scanning the code.
Where can I use Scan & Pay?	You can use QRPay at all participating local merchants with "DuitNow QR" logo acceptance.
What if the amount displayed on my screen is different from what the merchant/recipient had agreed on?	Please confirm with the merchant/recipient if the information shown is not reflected accurately. Should there be any discrepancies, request the merchant/recipient to regenerate a new code and scan again.
How long does it take to process QR payments / transactions?	QR payments / transfers will be processed immediately.
How do I know my payment status and if the payment has successfully been made and debited from my account?	After the payment is made, there will be a payment confirmation on the App indicating your payment has been processed. 1. SMS Notification: You will receive an SMS notification on your registered mobile number confirming the payment. This SMS serves as an additional confirmation of your transaction. 2. Share Confirmation: If needed, you can share the payment confirmation details with others. This feature allows you to provide proof of payment if necessary. 3. Transaction History: For a detailed overview, you can check your transaction history within the App. This feature will provide a record of all your transactions, including their statuses. Always ensure that you receive these confirmations after making any payment to guarantee the successful processing of your transactions.
Why is my payment being rejected?	Your payment may be rejected due to insufficient balance in your account, poor internet connectivity or the Merchant's QR/recipient's service being deactivated.
Why was I prompted with a Challenge Code while making payment?	As part of the App's security feature, the Challenge Code is imposed to validate your transaction.

My QR Pay / Scan & Pay was successful and I saw notification for my payment but the merchant/recipient claims not to have received it. What do I need to do?	If you receive a successful notification for your payment but the merchant or recipient claims not to have received it, follow these steps: 1. Show Confirmation Notification: Present the successful payment notification you received on your App as proof of payment confirmation. 2. Generate Receipt: If necessary, generate a digital receipt within the App. Many payment applications provide a feature to generate a receipt for completed transactions. Share this receipt with the merchant or recipient. 3. Merchant/Recipient Verification: Advise the merchant/recipient to check their own transaction history or payment system to confirm if the payment has been successfully processed. They might need to wait for a moment or refresh their system to see the updated transaction status.
I can't perform Scan & Pay transactions. What do I need to do?	If you encounter issues while trying to perform Scan & Pay transactions on the App, follow these troubleshooting steps: 1. Check Camera Lens: Ensure your device's camera lens is clean and undistorted. The QR code you're scanning should be visible, clear, and in focus. 2. Use Built-in Flashlight: If your device has a built-in flashlight feature, turn it on. Sufficient lighting can improve scanning accuracy. 3. Restart Device: Turn off and restart your mobile device. Sometimes, a simple reboot can resolve software glitches. 4. Ensure Stable Internet Connection: Verify you have a stable internet connection, either through Wi-Fi or mobile data. Restart the App after confirming a reliable connection. 5. Check Device Storage: If your device has low storage space, uninstall unnecessary applications or delete files like pictures or videos. Closing unused background applications can also free up memory and resources. 6. Update the App: Make sure you're using the latest version of the App. If not, update it through the AppStore, Google Play Store or Huawei App Gallery. Alternatively, delete the App and reinstall it to ensure you have the most recent version. By following these steps, you can troubleshoot common issues and enhance your experience with the Scan & Pay feature on the App.

Push Notifications (For DuitNow, DuitNow QR, and DuitNow Request-To-Pay transactions)	
What are Push Notifications on the myBSN Mobile App? Do they pop up even if the app isn't open?	Yes. Push Notifications are instant alerts that appear right on your phone screen whenever you have a transaction. Even if the app is closed, you'll still be notified. This means you'll never miss a thing and can feel secure knowing your account is always under your watch.
Who will be moving to Push Notifications?	All myBSN Mobile App users. From 1 October 2025, you'll automatically enjoy alerts that are faster, safer, and more convenient than SMS.
How do I make sure I get Push Notifications?	Just enable them once in your phone settings - that's it. - Android: Settings > Apps > myBSN > Notifications > Allow - Huawei: Settings > Notifications > myBSN > Allow - iOS: Settings > Notifications > myBSN > Allow After that, every transaction alert comes to you instantly, no codes to copy, no waiting for SMS.
Why is BSN replacing SMS alerts with Push Notifications?	Because it's better for you. Push Notifications give you real time updates, keep all your alerts neatly stored in the app, and remove the worry of delayed or missing SMS. It's a smoother, safer way to stay in control of your money.
Can I still receive both SMS and Push Notifications?	No. From 1 October 2025, all DuitNow alerts will only come through Push Notifications. - Same transaction details as SMS - Extra security (only visible in your app) - Easier access to your history Important: After this date, BSN will never send SMS alerts for DuitNow transactions. If you receive one, it's a scam - ignore and report it.
Can I link Push Notifications to multiple devices?	No. For your protection, alerts can only be linked to one device at a time. This ensures your banking information stays secure.
What information will each Push Notification show me?	You'll see: - Transaction type (incoming or outgoing) - Date and time - Amount - Last 4 digits of your account number - Reference number Everything you need to instantly confirm if a transaction is yours.
What if I change to a new phone?	Simply download the myBSN Mobile App again, log in with your existing username and password, and register BSNSecure. For safety, there's a 12-hour cooling off period before you can start making transactions on the new device

Can I delete old alerts?	No. But don't worry, messages automatically disappear after 30 days, keeping your inbox tidy.
Do I need to log in to see my Push Notifications?	No. Just tap the notification on your screen. For full details and history, log in and check the Transactions Inbox in the app.
What happens if the app is under maintenance?	During maintenance, there may be temporary interruptions. Once the app is back online, notifications will continue as usual.
When will I receive alerts?	Immediately. Every DuitNow transaction triggers a real time alert, so you always know what's happening.
What if I don't receive my Push Notifications?	• Check your internet connection • Make sure myBSN notifications are enabled in your phone settings • Log out and back in If it still doesn't work, contact the BSN Contact Centre, we'll help you fix it quickly.
What if I get an alert for a transaction I didn't make?	Call the BSN Contact Centre immediately. The sooner you act, the faster we can protect your account.
What happens if I turn off Push Notifications?	You'll stop receiving alerts completely. Since SMS will end on 1 October 2025, this means no more transaction alerts. We strongly recommend keeping Push Notifications switched on, it's your best protection. Fraud Warning: After 1 October, if you receive an SMS claiming to be from BSN, it's a scam. Always rely on your myBSN app for genuine alerts.
Will Push Notifications work on my phone?	They work on: • iOS : Version 15.0 and above. • Android : Version 11.0 and above. • EMUI : Version 12.0.1 and above Update your device to enjoy the smoothest and safest experience. Remember: Push Notifications are your official BSN alerts. They're faster, safer, and designed to protect you.
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BSN Secure (Multi-Factor Authentication)	
What is BSNSecure?	BSNSecure is a safer and convenient way to authorize transactions through myBSN website and the App, replacing SMS TAC. This new feature is available on the App. Customers are required to register for BSNSecure on the App before enabling this transaction authorization method. BSNSecure pairs your device with your myBSN Account, offering an extra level of security as all transactions performed can only be authorized from your registered device.
How do I authorize my transactions on the App?	You will receive a push notification alert on your registered device to authorize your transaction. Upon tapping the push notification, a pop up containing all your transaction details will be prompted on the App to confirm your transaction. All you need to do is to “Approve” or “Reject” the transaction within 60 seconds.
Why do I need to wait for 12 hours before I can approve my transactions on the App?	Upon successful BSNSecure registration on the App, a 12-hour cooling-off period is enforced for enhanced security measures. Customers can start using the App after the 12 hours cooling off period ends.
What will happen if I don't approve the transaction upon receiving the push notification alert on the App?	Without your approval, your transaction will not be processed, and the amount will not be deducted from your Account.
Can I approve transactions using the App without an internet connection?	No. Internet connection is required when using the App / myBSN website. However, you can still approve transactions done on myBSN website using the App without an internet connection using the Secure TAC method. Refer to BSNSecure FAQs for more information.
I did not receive the push notification alert on the App to approve my transaction. What should I do?	Please check your internet connection and also ensure you have enable the setting in your device to receive push notification alert. You will only receive the alert if your internet connection is available and have enable the setting. If you still encounter issue to receive the push notification alert, please contact our BSN Contact Centre at 1300 88 1900 for assistance.

I did not initiate a transaction, but I've just received an alert to approve a transaction on the App. What should I do?	If you have encountered any suspicious transaction from your account, please contact our BSN Contact Center at 1300 88 1900 for assistance.
Transfer within Bank (Own or 3rd Party) – CASA (Current Account or Savings Account), Credit Card/i & Financing/Loan Accounts	
What is Transfer within Bank?	Transfer within bank typically refers to the movement of funds from one account to another within the same bank. This can involve various types of accounts, such as transferring money from a savings account to a checking account or from one customer's account to another customer's account within the same bank. These internal transfers are common for managing personal finances, making payments and ensuring that funds are allocated to the appropriate accounts within the same banking institution. It's important to note that the specific procedures and features related to transfers within a bank may vary among different financial institutions.
Safe Switch	
What is Safe Switch?	The term "safe switch or kill switch" in banking typically refers to a security feature or mechanism that allows financial institutions to quickly and remotely disable or block a particular service, account, or transaction in the event of a suspicious or fraudulent activity. The purpose of a safe switch or a kill switch is to enhance security, prevent unauthorized access, and mitigate potential risks. Here are some common scenarios where a safe switch or a kill switch might be applied in banking: 1. Lost or Stolen Cards: If a customer reports their debit or credit card as lost or stolen, the bank can use a safe switch or a kill switch to immediately deactivate the card to prevent unauthorized transactions. 2. Fraud Detection: Banks employ sophisticated fraud detection systems that may flag certain transactions as potentially fraudulent. In such cases, a safe switch or a kill switch can be used to temporarily suspend the account or transaction until the bank verifies the legitimacy with the account holder. 3. Security Breach: In the event of a security breach or cyberattack, a bank may use a safe switch or a kill switch to disable compromised services or accounts quickly, limiting the potential damage.

	4. Account Compromise: If there is a reason to believe that a customer's account credentials have been compromised, a safe switch or a kill switch can be used to prevent unauthorized access until the situation is resolved. It's important to note that the specific implementation of a safe switch or a kill switch may vary among different banks and financial institutions. The goal is to provide a rapid response to potential threats, protect customers, and maintain the overall security of the banking system. Customers are often encouraged to report any suspicious activity promptly, allowing the bank to take appropriate actions, including using a safe switch or a kill switch if necessary.
Others	
Why I can only view Debit transaction history? How about Credit transaction history?	Currently, the App only displays Debit transaction. More features will be available in stages.
Why can't I paste account numbers?	The paste feature will be available soon.