

Q1.	What is myBSN Under 18 Years Old?
A1.	myBSN Under 18 Years Old is a platform on BSN website where teenagers can now enjoy internet banking facilities comfortably and safely with BSN. Your children can now monitor their spending and this is a great way for teenagers to learn about financial management. Now, they can access their accounts easily at anytime.
Q2.	Who is eligible to register with myBSN Under 18 Years Old?
A2.	All customers who meet the conditions below are eligible to register and activate myBSN Under 18 Years Old. <ul style="list-style-type: none"> a) Malaysian citizens; b) Aged between thirteen (13) years to seventeen (17) years. c) The customer must be a BSN Giro/i savings account holder and a BSN Debit Card. Customers who do not have a savings account must open a BSN Giro/i account with a BSN Debit Card first. d) Account opening is subject to a minimum initial deposit, as well as terms and conditions set by BSN.
Q3.	What are the steps for the activation and registration for myBSN Under 18 Years Old?
A3.	<ul style="list-style-type: none"> a) Customers need to register their details on the website https://www.mybsn.com.my/mybsn/register/register.do as a new user. b) For activation purpose, the Customer may present to any nearby BSN branch counter or contact the BSN Customer Contact Center at 1300-88-1900. <p>Note : The customer is compulsory to send the BSN Cards, BSN Wearable And BSN Account Application / Processing / Maintenance Form (PPK-01) to BSN branch counter complete with the parent / guardian's consent signature prior to the activation of myBSN account.</p>
Q4.	What documents are required by the BSN Branch for myBSN Under 18 Years Old?
A4.	<ul style="list-style-type: none"> a) MyKad (original NRIC) b) BSN Cards, BSN Wearable And BSN Account Application / Processing / Maintenance Form (PPK-01)
Q5.	What features are offered in myBSN Under 18 Years Old?
A5.	<ul style="list-style-type: none"> a) DuitNow – Send or receive cash using just a mobile phone number. b) Downloading e-statement. c) Online purchase through FPX. d) Add prepaid value. e) Checking current balance. f) Pin Purchase

Q6.	What is the daily transaction limit for myBSN Under 18 Years Old?																				
A6.	<table border="1"> <thead> <tr> <th>Transaction limits</th> <th>Default limit (RM)</th> <th>Maximum limit (RM)</th> </tr> </thead> <tbody> <tr> <td>Third party transfers</td> <td>50</td> <td>250</td> </tr> <tr> <td>Duitnow/ IBG</td> <td>50</td> <td>250</td> </tr> <tr> <td>FPX</td> <td>50</td> <td>100</td> </tr> <tr> <td>Prepaid reload</td> <td>50</td> <td>100</td> </tr> <tr> <td>Pin Number Purchase</td> <td>50</td> <td>100</td> </tr> </tbody> </table>			Transaction limits	Default limit (RM)	Maximum limit (RM)	Third party transfers	50	250	Duitnow/ IBG	50	250	FPX	50	100	Prepaid reload	50	100	Pin Number Purchase	50	100
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Q7.	If I am an existing Bank Customer, can I register myBSN Under 18 Years Old?																				
A7.	YES. To register myBSN Under 18 Years Old, Bank Customers are required to have an existing BSN Giro/i savings account and a VISA Debit Card and will ONLY need to fill in and submit the BSN Cards, BSN Wearable And BSN Account Application / Processing / Maintenance Form (PPK-01) at BSN branch.																				
Q8.	Can the Bank Customer activate myBSN without the consent of the Parent/ Guardian first?																				
A8.	NO. New and existing Bank customers who are interested in registering MUST obtain their parents/ guardian's signatory consent in the BSN Cards, BSN Wearable And BSN Account Application / Processing / Maintenance Form (PPK-01) and submit the form to any BSN branch.																				
Q9.	If the Bank Customer is unable to visit the nearest BSN branch, is the Bank Customer allowed to activate myBSN Under 18 Years Old by contacting the BSN Customer Contact Center?																				
A9.	YES. Bank customers can contact the BSN Customer Relations Center at 1300-88-1900 for activation purposes only. However, Bank Customers must first submit the BSN Cards, BSN Wearable And BSN Account Application / Processing / Maintenance Form (PPK-01).																				
Q10.	What if the Bank Customer only has an existing BSN Giro/i savings account without a BSN Visa Debit Card but is interested in applying myBSN Under 18 Years Old.																				
A10.	The Bank Customers is required to first apply for BSN Debit Card before registering for myBSN Under 18 Years Old at any nearest BSN branch.																				
Q11.	What should I do if my password is hacked?																				
A11.	If you encountered any such activity, please inform BSN immediately via 1300 88 1900 or +603 2613 1900 (Overseas), or email to customercare@bsn.com.my .																				

Q12.	What are the Bank Customer's responsibilities as a myBSN user?
A12.	<p>a) NEVER answer any phone calls/SMS/emails that ask for your bank account information or follow instructions from unknown parties to perform banking transactions or make changes to your bank account details.</p> <p>b) NEVER disclose your bank account details/ ATM/ PIN/ internet banking password to anyone. It is unique to your account and created to protect the privacy of your banking information.</p> <p>c) NEVER use the "remember password" function on our browser because this information can be easily accessed by hackers.</p> <p>d) Do NOT ever log in if the picture for your internet banking is not the picture of your choice</p> <p>e) You must use your myBSN responsibly and not for any illegal or illegal activities such as online gambling transactions and using the card to make payments for transactions that are not approved by Shariah (for Islamic based accounts)</p>
Q13.	What are my Security Tips as a myBSN User?
A13.	<p>a) Type the correct URL address manually www.bsn.com.my or www.mybsn.com.my</p> <p>b) Make sure the security certificate is for www.bsn.com.my or www.mybsn.com.my by clicking the lock icon on the URL.</p> <p>c) Change your password every few months. If you feel your password has been compromised, contact us immediately to reset your password.</p> <p>d) Make sure you read the requested service for the TAC before you enter the TAC number.</p> <p>e) Check your account and bank statements regularly.</p> <p>f) Log out of myBSN as soon as you finish making a transaction and before browsing other websites.</p> <p>g) Clear your cache every time you log out. For more information, regarding Security Tips as a myBSN User, please visit https://www.bsn.com.my/page/security-tips</p>
Q14.	What if the customer wants to get more information about myBSN Under 18 Years Old?
A14.	Customers can visit BSN website at www.bsn.com.my for more information on myBSN Under 18 Years Old's Terms and Conditions or visit the nearest BSN branch.