



SOALAN-SOALAN LAZIM “(FAQ)” MENGENAI PENGEMASKINIAN MAKLUMAT PELANGGAN

FREQUENTLY ASKED QUESTIONS ON CUSTOMERS’ INFORMATION UPDATES

No	Question & Answer
Soalan 1 : / <i>Question 1 :</i>	Apakah tujuan Pengemaskinian Maklumat Pelanggan? <i>What is the purpose of Customers’ Information Updates?</i>
Jawapan : / <i>Answer :</i>	Tujuan utama pelaksanaan Pengemaskinian Maklumat Pelanggan adalah untuk memastikan maklumat Pelanggan lengkap dan terkini bagi memudahkan pihak Bank untuk menghubungi pelanggan (jika perlu). <i>The purpose of Customers’ Information Updates is to ensure Customers’ information is complete and updated in facilitating the Bank to contact customers if/where necessary.</i>
Soalan 2 : / <i>Question 2 :</i>	Siapakah yang perlu mengemas kini maklumat Pelanggan? <i>Who are required to update customer’s information?</i>
Jawapan : / <i>Answer :</i>	Pelanggan yang masih belum mengemas kini maklumat berikut: <ol style="list-style-type: none"> 1) Kad Pengenalan (MyKad / MyPR / MyKas) 2) Alamat Tetap/ Alamat Surat-menyurat 3) Nombor Telefon 4) Nama Majikan <p><i>Customers who have yet to update the following information:</i></p> <ol style="list-style-type: none"> 1) Identity Card (MyKad / MyPR / MyKas) 2) Permanent Address / Correspondence Address 3) Phone / Mobile No. 4) Employer Name
Soalan 3 : / <i>Question 3 :</i>	Adakah anda telah bertukar pekerjaan atau syarikat/ majikan lain dalam tempoh empat (4) tahun yang lalu atau lebih? <i>Have you changed your occupation or company / employer in the last four (4) years or more?</i>
Jawapan : / <i>Answer :</i>	Jika ‘Ya’, anda perlu hadir di mana-mana Cawangan BSN, Kaunter Promosi BSN, Cawangan Bank Bergerak BSN, menghubungi Pusat Perhubungan Pelanggan BSN (1300-88-1900) atau layari Laman Web BSN (www.bsn.com.my) bagi tujuan pengemaskinian maklumat terbaharu / terkini pekerjaan atau majikan anda. <i>If ‘Yes’, you are required to visit any BSN’s Branch, BSN’s Promotion Counter, BSN’s Cawangan Bank Bergerak, contact BSN Contact Centre (1300-88-1900) or via BSN Website (www.bsn.com.my) to update your latest occupation or employment information.</i>

No	Question & Answer
Soalan 4 : / <i>Question 4 :</i>	Adakah anda telah bertukar alamat tetap / alamat surat menyurat dalam tempoh empat (4) tahun yang lalu atau lebih? <i>Have you changed your permanent address / mailing address in the last four (4) years or more?</i>
Jawapan : / <i>Answer :</i>	Jika 'Ya', anda perlu hadir di mana-mana Cawangan BSN, Kaunter Promosi BSN, Cawangan Bank Bergerak BSN, menghubungi Pusat Perhubungan Pelanggan BSN (1300-88-1900) atau layari Laman Web BSN (www.bsn.com.my) bagi tujuan pengemaskinian alamat terkini anda. <i>If 'Yes', you are required to visit any BSN's Branch, BSN's Promotion Counter, BSN's Cawangan Bank Bergerak, contact BSN's Contact Centre (1300-88-1900) or via BSN's Website (www.bsn.com.my) to update your latest address.</i>
Soalan 5 : / <i>Question 5 :</i>	Adakah nombor telefon anda telah bertukar dalam tempoh empat (4) tahun yang lalu atau lebih? <i>Have your phone / mobile number changed in the last four (4) years or more?</i>
Jawapan : / <i>Answer :</i>	Jika 'Ya', anda perlu hadir di mana-mana Cawangan BSN berhampiran bagi tujuan pengemaskinian nombor telefon terkini anda. <i>If 'Yes', you are required to visit any BSN Branch to update your latest phone / mobile number.</i>
Soalan 6 : / <i>Question 6 :</i>	Apakah yang akan berlaku sekiranya Pelanggan gagal untuk mengemas kini maklumat mereka sebelum atau pada 30 September 2022? <i>What will happen if customers fail to update their information before or on 30 September 2022?</i>
Jawapan : / <i>Answer :</i>	Akaun pelanggan akan mengalami gangguan perkhidmatan sementara waktu dan tiada perubahan pada baki akaun sehingga pengemaskinian maklumat dilakukan. <i>There will be temporary service disruption to the customer's account and the account balance will remain unchanged until information updates have been performed.</i>
Soalan 7 : / <i>Question 7 :</i>	Adakah Pengemaskinian Maklumat Pelanggan boleh dilakukan melalui Laman Web BSN ataupun melalui telefon? <i>Is Customers' Information updates can be performed via BSN's Website or by phone?</i>

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<p>Jawapan : / <i>Answer :</i></p>	<p>Pengemaskinian Maklumat Pelanggan boleh dilakukan di Cawangan BSN, Kaunter Promosi BSN, Cawangan Bank Bergerak BSN, Pusat Perhubungan Pelanggan BSN atau melalui Laman Web BSN mengikut jenis maklumat seperti berikut:</p> <table border="1" data-bbox="416 383 1447 779"> <thead> <tr> <th data-bbox="416 383 628 524">Maklumat</th> <th data-bbox="628 383 970 524">Kemas kini di Cawangan BSN, Kaunter Promosi BSN, Cawangan Bank Bergerak BSN</th> <th data-bbox="970 383 1447 524">Kemas kini melalui Pusat Perhubungan Pelanggan BSN (1300-88-1900) / Laman Web BSN (www.bsn.com.my)</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 524 628 562">• Alamat Terkini</td> <td data-bbox="628 524 970 562" style="text-align: center;">✓</td> <td data-bbox="970 524 1447 562" style="text-align: center;">✓</td> </tr> <tr> <td data-bbox="416 562 628 651">• Pekerjaan / Majikan Terkini</td> <td data-bbox="628 562 970 651" style="text-align: center;">✓</td> <td data-bbox="970 562 1447 651" style="text-align: center;">✓</td> </tr> <tr> <td data-bbox="416 651 628 779">• Nombor Telefon Terkini</td> <td data-bbox="628 651 970 779" style="text-align: center;">✓ (Pastikan anda membawa Kad Pengenalan untk tujuan pengesahan)</td> <td data-bbox="970 651 1447 779" style="text-align: center;">✗ (Perlu hadir ke Cawangan BSN dengan membawa bersama Kad Pengenalan untuk pengesahan)</td> </tr> </tbody> </table> <p><i>Customers' Information Updates can be performed at BSN's Branch, BSN's Promotion Counter, BSN's Cawangan Bank Bergerak, BSN's Contact Centre or BSN's Website based on the following information type:</i></p> <table border="1" data-bbox="416 943 1447 1339"> <thead> <tr> <th data-bbox="416 943 628 1077">Information</th> <th data-bbox="628 943 970 1077">Updates via BSN's Branch, BSN's Promotion Counter, BSN's Cawangan Bank Bergerak</th> <th data-bbox="970 943 1447 1077">Updates via BSN's Contact Centre (1300-88-1900) / BSN's Website (www.bsn.com.my)</th> </tr> </thead> <tbody> <tr> <td data-bbox="416 1077 628 1137">• Current Address</td> <td data-bbox="628 1077 970 1137" style="text-align: center;">✓</td> <td data-bbox="970 1077 1447 1137" style="text-align: center;">✓</td> </tr> <tr> <td data-bbox="416 1137 628 1227">• Current Occupation / Employer</td> <td data-bbox="628 1137 970 1227" style="text-align: center;">✓</td> <td data-bbox="970 1137 1447 1227" style="text-align: center;">✓</td> </tr> <tr> <td data-bbox="416 1227 628 1339">• Current Telephone No.</td> <td data-bbox="628 1227 970 1339" style="text-align: center;">✓ (Please bring your Identity Card for verification purposes)</td> <td data-bbox="970 1227 1447 1339" style="text-align: center;">✗ (Must present to BSN Branches with Identity Card for verification)</td> </tr> </tbody> </table>	Maklumat	Kemas kini di Cawangan BSN, Kaunter Promosi BSN, Cawangan Bank Bergerak BSN	Kemas kini melalui Pusat Perhubungan Pelanggan BSN (1300-88-1900) / Laman Web BSN (www.bsn.com.my)	• Alamat Terkini	✓	✓	• Pekerjaan / Majikan Terkini	✓	✓	• Nombor Telefon Terkini	✓ (Pastikan anda membawa Kad Pengenalan untk tujuan pengesahan)	✗ (Perlu hadir ke Cawangan BSN dengan membawa bersama Kad Pengenalan untuk pengesahan)	Information	Updates via BSN's Branch, BSN's Promotion Counter, BSN's Cawangan Bank Bergerak	Updates via BSN's Contact Centre (1300-88-1900) / BSN's Website (www.bsn.com.my)	• Current Address	✓	✓	• Current Occupation / Employer	✓	✓	• Current Telephone No.	✓ (Please bring your Identity Card for verification purposes)	✗ (Must present to BSN Branches with Identity Card for verification)
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<p>Soalan 8 : / Question 8 :</p>	<p>Dimanakah Kaunter Promosi BSN yang berhampiran dengan saya? <i>Where is the BSN's Promotion Counter nearest to me?</i></p>																								
<p>Jawapan : / <i>Answer :</i></p>	<p>Kaunter Promosi adalah kaunter khas yang disediakan oleh BSN mengikut tempoh aktiviti promosi atau kempen di kawasan-kawasan awam seperti pusat membeli belah, sekolah, tapak ekspo, karnival dan sebagainya. Anda juga disarankan untuk mendapatkan maklumat aktiviti tersebut di media sosial BSN (Facebook dan Instagram).</p> <p><i>Promotion Counter is special counter provided by BSN according to the duration of certain promotional activities or campaigns in public areas such as shopping malls, schools, expo & carnival sites etc. You are also advised to get information on those activities on BSN's social media (Facebook and Instagram).</i></p>																								
<p>Soalan 9 : / Question 9 :</p>	<p>Dimanakah Cawangan Bank Bergerak BSN yang berhampiran dengan saya? <i>Where is the BSN's Cawangan Bank Bergerak BSN nearest to me?</i></p>																								

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Jawapan : / Answer :	<p>Pada masa ini, Cawangan Bank Bergerak (CBB) BSN hanya terdapat di Sabah dan Sarawak mengikut lokasi dan jadual seperti berikut:</p> <table border="1"> <thead> <tr> <th>Lokasi di Sabah</th> <th>Selasa</th> <th>Rabu</th> <th>Khamis</th> <th>Waktu Operasi</th> </tr> </thead> <tbody> <tr> <td>• CBB Kota Marudu</td> <td>Pitas</td> <td>Matunggong</td> <td>Paitan</td> <td rowspan="3">10 pagi – 2 petang</td> </tr> <tr> <td>• CBB Tawau</td> <td>Kalabakan</td> <td>Merotai</td> <td>Tungku</td> </tr> <tr> <td>• CBB Keningau</td> <td>Sook</td> <td>Bingkor</td> <td>Nabawan</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Lokasi di Sarawak</th> <th>Selasa</th> <th>Rabu</th> <th>Khamis</th> <th>Waktu Operasi</th> </tr> </thead> <tbody> <tr> <td>• CBB Bintulu</td> <td>Sg Asap, Belaga</td> <td>Tatau, Bintulu</td> <td>Sebauh, Bintulu</td> <td>9 pagi – 3 petang</td> </tr> </tbody> </table> <p><i>Currently, the BSN's Cawangan Bank Bergerak (CBB) only available in Sabah and Sarawak as per the location and schedule below:</i></p> <table border="1"> <thead> <tr> <th>Location in Sabah</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Operation Hours</th> </tr> </thead> <tbody> <tr> <td>• CBB Kota Marudu</td> <td>Pitas</td> <td>Matunggong</td> <td>Paitan</td> <td rowspan="3">10 am – 2 pm</td> </tr> <tr> <td>• CBB Tawau</td> <td>Kalabakan</td> <td>Merotai</td> <td>Tungku</td> </tr> <tr> <td>• CBB Keningau</td> <td>Sook</td> <td>Bingkor</td> <td>Nabawan</td> </tr> </tbody> </table> <table border="1"> <thead> <tr> <th>Location in Sarawak</th> <th>Tuesday</th> <th>Wednesday</th> <th>Thursday</th> <th>Operation Hours</th> </tr> </thead> <tbody> <tr> <td>• CBB Bintulu</td> <td>Sg Asap, Belaga</td> <td>Tatau, Bintulu</td> <td>Sebauh, Bintulu</td> <td>9 am – 3 pm</td> </tr> </tbody> </table>	Lokasi di Sabah	Selasa	Rabu	Khamis	Waktu Operasi	• CBB Kota Marudu	Pitas	Matunggong	Paitan	10 pagi – 2 petang	• CBB Tawau	Kalabakan	Merotai	Tungku	• CBB Keningau	Sook	Bingkor	Nabawan	Lokasi di Sarawak	Selasa	Rabu	Khamis	Waktu Operasi	• CBB Bintulu	Sg Asap, Belaga	Tatau, Bintulu	Sebauh, Bintulu	9 pagi – 3 petang	Location in Sabah	Tuesday	Wednesday	Thursday	Operation Hours	• CBB Kota Marudu	Pitas	Matunggong	Paitan	10 am – 2 pm	• CBB Tawau	Kalabakan	Merotai	Tungku	• CBB Keningau	Sook	Bingkor	Nabawan	Location in Sarawak	Tuesday	Wednesday	Thursday	Operation Hours	• CBB Bintulu	Sg Asap, Belaga	Tatau, Bintulu	Sebauh, Bintulu	9 am – 3 pm
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Soalan 10 : / Question 10 :	<p>Bagaimana untuk mengemas kini maklumat saya melalui Laman Web BSN?</p> <p><i>How to update my information via BSN's Website?</i></p>																																																								
Jawapan : / Answer :	<p>Sila ikuti langkah-langkah yang disenaraikan di bawah:</p> <ol style="list-style-type: none"> 1) Layari www.bsn.com.my pada Pelayar Internet. 2) Navigasi ke 'Khidmat Pelanggan' -> 'Berhubung Dengan Kami' -> 'Pertanyaan'. 3) Isikan butiran untuk Gelaran, Nama Penuh, Nombor Kad Pengenalan / Pasport, Alamat E-mel dan Nombor Telefon. 4) Pilih 'Maklum balas / Pertanyaan' pada Senarai Kategori. 5) Ruangan 'Produk / Perkhidmatan' tidak perlu diisi. 6) Masukkan 'Kemas kini Maklumat Saya' pada ruangan Subjek. 7) Masukkan Alamat Terkini, Nama Majikan dan Sektor Pekerjaan pada kotak Komen. 8) Untuk Sektor Pekerjaan, masukkan salah satu kategori daripada senarai di bawah: <ol style="list-style-type: none"> a) Majikan b) Sektor Kerajaan / Separa Kerajaan / Badan Berkanun c) Sektor Swasta d) Kakitangan BSN e) Bekerja Sendiri f) Bekerja Dengan Keluarga (Tanpa Gaji) g) Tidak Bekerja h) Suri Rumah, Pelajar, Pesara dan Orang Kurang Upaya (OKU) 9) Lampirkan bahagian hadapan & belakang MyKad atau Pasport anda yang telah diimbas 10) Tandakan pada kotak semak untuk mengisytiharkan persetujuan kepada Dasar Privasi Bank 11) Klik pada butang Hantar 																																																								

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	<p><i>Please follow the steps listed below:</i></p> <ol style="list-style-type: none"> 1) Launch www.bsn.com.my at Internet Browser. 2) Navigate to 'Customer Care' -> 'Reach Out To Us' -> 'Enquiry'. 3) Fill up the details for Salutations, Full Name, NRIC Number / Passport Number, Email Address and Telephone Number. 4) Choose 'Feedback / Inquiry' at Category Dropdown. 5) Product / Service dropdown is not required to be keyed-in. 6) Key-in 'Update My Info' at subject box. 7) Key-in the latest address, employer name and employment sector at Comment box. 8) For Employment Sector, key-in one category from the list below: <ol style="list-style-type: none"> a) Employer b) Government Sector / Semi Government / Statutory Body c) Private Sector d) BSN Staff e) Self Employed f) Work With Family (Unpaid) g) Unemployed h) Housewife, Student, Pensioner and Disabled Persons (OKU) 9) Attach your scanned front & back of MyKad or Passport 10) Tick on checkbox to declare consent to Bank's Privacy Policy 11) Click on Submit button