Frequent Ask Question

1. **What is BSNeBiz?**
   BSNeBiz is an online payment solution that offers a range of products and services to accommodate your business needs.

2. **How does BSNeBiz work?**
   As an organization, once you subscribe to the BSNeBiz services, a username and temporary password is provided to log in to our website. Now you can either use the online data entry tool to enter the payment instruction or you may upload a ready file to be sent to us to run your payment instructions.

3. **Security and Policy?**
   BSN is committed to ensuring that your data is securely transferred embedded with second-factor authentication fully integrated (OTP and Challenge-Response) and applies end-to-end data encryption to ensure safe and secure usage.

4. **Why do I need BSNeBiz?**
   - Manage your online payment securely in one place with BSNeBiz.
   - Get access to real-time balance and transaction information.
   - Single or bulk transactions, immediate transfers or standing instruction, BSNeBiz helps the organization to be more efficient and comply with their own financial rules.
   - Reduces administration and increases time efficiency, allowing the organization to focus on what's most important for business.

5. **How do I connect to BSNeBiz?**
   Just make sure you have the internet access and type www.bsnebiz.com.my

6. **Can I login to BSNeBiz via laptop/mobile phone/tablet?**
   Yes. As long as your device has an access to the Internet, you can get global access via desktop and BSNeBiz Mobile App to perform monetary or non-monetary transaction.

7. **Do I have to install any software to run the BSNeBiz?**
   No, you may use standard browsers with java script enabled.

8. **What are the services offered in BSNeBiz?**
   - Account Management
   - Fund Transfer (Intrabank and Interbank GIRO)
   - DuitNow Pay-to-Account
   - Bill Payments & JomPAY
   - Bulk Payment
   - Autodebit
   - Statutory Payment (EPF)
   - Transaction Reporting
   - Multilevel customizable authorization flow

9. Is the service available 24 hours?

BSNeBiz is accessible for account balance subject to scheduled system enhancement. The system enhancement will be announced at the BSNeBiz login page and home page after login.