



FREQUENTLY ASKED QUESTIONS (FAQ)


ACTIVATION ACCOUNT FOR MYCOID & MYLLP PORTAL USERS DURING PERIOD OF MOVEMENT CONTROL ORDER (MCO)

NO.	QUESTIONS	ANSWERS
1.	Can I register/sign up on MyCoID & MyLLP portal during the MCO period?	Yes. Users can sign up as usual on the MyCoID & MyLLP portal
2.	I have registered on MyCoID & MyLLP portal saying I need to go to a nearby SSM counter to verify my account. Do I need to come to the SSM counter to verify?	<p>For customers who are in the area subject to MCO, you do not need to come to the SSM counter to verify. After receiving the notification email, please send email to ubmhq@ssm.com.my to activate your account by submitting the items as listed in Appendix 1.</p> <p>If one of the items is incomplete, your application will be not processed.</p>
3.	As a MyCoID user, can I change the status of my account from Individual User to Professional User during MCO period?	Yes, users can change the account's status from Individual User to Professional User during MCO period.
4.	As a MyCoID user, during MCO, I've made an application to change the status of my account from Individual User to Professional User and I received an email notification from SSM MyCoID saying I need to go to a nearby SSM counter to verify my account. Do I need to come to the SSM counter to verify?	<p>For customers who are in the area subject to MCO, you do not need to come to the SSM counter to verify. After receiving the notification email, please send email to ubmhq@ssm.com.my to activate your account by submitting the items as listed in Appendix 1.</p> <p>If one of the items is incomplete, your application will be not processed.</p>

NO.	QUESTIONS	ANSWERS
5.	What do I need to do if I don't remember my security question or answer that I have registered in MyCoID portal?	Kindly send an email to enquiry@ssm.com.my and we will assist you regarding the security questions and answer.
6.	Could you please advise whom I should contact to discuss regarding the activation account for MyCoID & MyLLP during MCO period?	If you have any questions or need further clarification regarding the activation accounts of MyCoID & MyLLP portal during the MCO period kindly send an email to enquiry@ssm.com.my or call 03-7721 4000.

Date: 12 January 2021

APPENDIX 1

Items	MyCoID			MyLLP	
	Individual	Professional	e-Charge	Verified	Verified Professional
Copy of Identification Card (IC)	✓	✓	✓	✓	✓
<p>The account owner must take a picture with the identity card (IC) held at neck level, such as picture below:</p>  <p>(Please ensure the picture is high resolution so that the details on the identity card are clear)</p>	✓	✓	✓	✓	✓
Supporting document that has name / picture of the account owner. For example, driving license, telephone bill, electricity bill and others	✓	✓	✓	✓	✓
Copy of practicing certificate	✗	✓	✓	✗	✓
Representative letter that stated the user is the representative appointed by the legal firm using a legal firm letterhead	✗	✗	✓	✗	✗
Security answer (Registered during the sign up process)	✓	✓	✓	✗	✗