



## FREQUENTLY ASKED QUESTIONS (FAQ)

### ACCOUNT ACTIVATION FOR MYCOID, MYLLP & SSM4U PORTAL USERS DURING MCO

NO.	QUESTIONS	ANSWERS
1.	Can I register/sign up on SSM4U, MyCoID & MyLLP portal during the MCO period?	Yes. Users can sign up as usual on the SSM4U, MyCoID & MyLLP portal.
2.	I have registered on SSM4U, MyCoID & MyLLP portal and received notification instructing me to visit the nearest SSM counter to verify my account. Do I need to do so despite coming from an area that falls under MCO?	<p>For SSM4U, MyCoID &amp; MyLLP’s customers who reside in the area subjected to MCO, there’s no need to visit any SSM counters for verification purposes. Upon receiving the notification email, please send an email to <a href="mailto:ubmhq@ssm.com.my">ubmhq@ssm.com.my</a> to activate your account by submitting the items listed in <b>Appendix 1</b>.</p> <p>If the items required are <b>incomplete</b>, your application will be <b>not processed</b>.</p>
3.	As a <b>MyCoID</b> user, can I change the status of my account from Individual User to Professional User during the MCO period?	Yes, users can change their account’s status from Individual User to Professional User during the MCO period.
4.	As a <b>MyCoID</b> 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 an email to <a href="mailto:ubmhq@ssm.com.my">ubmhq@ssm.com.my</a> to activate your account by submitting the items as listed in <b>Appendix 1</b>.</p> <p>If one of the items is <b>incomplete</b>, your application will be <b>not processed</b>.</p>

NO.	QUESTIONS	ANSWERS
5.	What do I need to do if I don't remember my security question or the answer that I have given upon registering on MyCoID portal?	Kindly send an email to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> and we will assist you with the security questions and answer.
6.	Who do I contact regarding the SSM4U, MyCoID & MyLLP accounts activation during the MCO period?	If you have any questions or need further clarifications regarding the SSM4U, MyCoID & MyLLP portal accounts activation during the MCO period, kindly send an email to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a> or call 03-7721 4000.

Date: 6 May 2021

## APPENDIX 1

Items	MyCoID			MyLLP		MBRS
	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> <div style="text-align: center;">  </div> <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)	✓	✓	✓	✗	✗	✗