



FREQUENTLY ASKED QUESTIONS (FAQ)

ACTIVATION ACCOUNT FOR MYCOID, MYLLP & MBRS PORTAL USERS DURING PERIOD OF CONDITIONAL MOVEMENT CONTROL ORDER (CMCO)

NO.	QUESTIONS	ANSWERS
1.	Can I register/sign up on MyCoID, MyLLP and MBRS portal during the CMCO period?	Yes. Users can sign up as usual on the MyCoID, MyLLP and MBRS portal.
2.	I have registered on MyCoID, MyLLP, and MBRS portal but received notification that I need to visit the nearest SSM counter to verify my account. Do I need to do so?	<p>For customers who are in the areas subjected to CMCO, you need not visit SSM counters for verification.</p> <p>Instead, SSM will contact you via email for the next course of action. After receiving the notification email, please send an email to ubmhq@ssm.com.my to activate your account by submitting the items as listed in Appendix 1.</p> <p>Only complete applications will be perocessed.</p>
3.	As a MyCoID user, can I change the status of my account from Individual User to Professional User during the CMCO period?	Yes, users can change the account's status from Individual User to Professional User during CMCO the period.
NO.	QUESTIONS	ANSWERS
4.	As a MyCoID user, during the CMCO, I've made an application to change the status of my account from Individual	For customers who are in the area subject to CMCO, you do not need to come to the SSM counter to verify. After receiving the

	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?	notification email, please send email to ubmhc@ssm.com.my to activate your account by submitting the items as listed in Appendix 1 . If one of the items is incomplete , your application will be not processed .
5.	What do I need to do if I don't remember my security question or answers that I have provided when registering in MyCoID portal?	Kindly send an email to enquiry@ssm.com.my and we will assist you regarding the security question and answers.
6.	Who should I contact to discuss regarding the activation account for MyCoID, MyLLP, MBRS and ezBiz during the CMCO period?	If you have any questions or need further clarification regarding the activation accounts of MyCoID, MyLLP and MBRS and portal during the CMCO period, kindly send an email to enquiry@ssm.com.my or call 03-7721 4000.

Date: 19 October 2020

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 in high resolution so that the details on the identity card are clear)</p>	✓	✓	✓	✓	✓	✓
Supporting document that have 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 letterhead legal firm	✗	✗	✓	✗	✗	✗
Security answer (Registered during the sign up process)	✓	✓	✓	✗	✗	✗