

## AffinSecure FAQ

Question	Answer
What is AffinSecure?	AffinSecure is a digital security app designed to authenticate your AffinOnline transactions of RM10,000 and above (or any other amount as determined by the Bank from time to time).
Where can I download AffinSecure app?	Android users can download AffinSecure app from Google Play Store while iOS users can download from Apple Store.
Am I required to use AffinSecure for all transactions?	No, authentication with AffinSecure is applicable to transactions of RM10,000 and above only. Transactions below RM10,000 can still be authorised with the conventional SMS TAC.
What is AffinSecure PIN?	AffinSecure PIN is a 6-digit password of your choice which is required to authorise your AffinOnline transactions via AffinSecure app. This is to further protect you against unauthorised access to your account.
How do I set up AffinSecure?	<ol style="list-style-type: none"> <li>1. Log in to AffinOnline using your desktop.</li> <li>2. Set your 6-digit AffinSecure PIN in your AffinOnline account.</li> <li>3. You will receive an SMS with a 10-digit Registration Token. Please keep this message as the code will be required later.</li> <li>4. Launch your AffinSecure app and enter the 10-digit Registration Token.</li> <li>5. Click "Submit" and your AffinSecure will be registered.</li> </ol> <p style="text-align: center;">Please click <a href="#">here</a> for step-by-step guide</p>
What are the transaction types that require authentication with AffinSecure?	<p>Authentication with AffinSecure is only applicable to the following types of transactions:</p> <ol style="list-style-type: none"> <li>1. Registered 3rd Party Account Transfer</li> <li>2. Open 3rd Party Account Transfer</li> <li>3. Registered Interbank Account Transfer</li> <li>4. Open Interbank Account Transfer</li> <li>5. Registered Telegraphic Transfer</li> <li>6. Open Telegraphic Transfer</li> <li>7. Open Bill Payment</li> </ol>
How do I authorise my transactions with AffinSecure?	<ol style="list-style-type: none"> <li>1. When transacting RM10,000 and above with AffinOnline, you will be prompted to verify your transactions via AffinSecure on your mobile device.</li> <li>2. Tap on the push notification on your mobile device to launch the AffinSecure app.</li> <li>3. Click "Approve" after verifying your transaction details.</li> <li>4. Enter your AffinSecure PIN to complete the transaction.</li> </ol> <p style="text-align: center;">Please click <a href="#">here</a> for a sample transaction step-by-step guide</p>
How much time do I have to approve a transaction with AffinSecure?	You are given 1 minute to approve your transaction with AffinSecure before the transaction expires.

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What happens if I didn't validate my transaction in AffinSecure?	Without your validation, you will not be able to complete any transaction of RM 10,000 and above.
What should I do if I didn't receive AffinSecure push notification on my mobile device after initiating the transaction?	Please check your Internet connection. You will not be able to receive the push notification without Internet connection. If your Internet connection is working and you are not able to receive AffinSecure push notification, please contact our Contact Centre at 03-55223000 for assistance.
What should I do if I received a push notification to authorise a transaction using AffinSecure despite transaction was not initiated?	If you have encountered any suspicious transaction from your account, please contact our Contact Centre at 03-55223000 immediately for assistance.