Section A: Frequently Asked Questions

- Q1. If I am a Malaysian individual, how do I register for eCCRIS?
 - a) For Malaysian individuals with MyKad and internet banking facility, please register via https://eccris.bnm.gov.my
 - b) For Malaysian individuals with MyKad <u>but without internet banking facility or</u> <u>without bank account</u>, please register via:
 - (i) CCRIS Kiosk at Agensi Kaunseling dan Pengurusan Kredit (AKPK) offices nationwide (Kindly refer to AKPK's website for details on their locations and operation hours at <u>https://www.akpk.org.my</u>); or
 - eLINK (<u>https://telelink.bnm.gov.my</u>) by submitting completed application form and supporting documents. The form can be downloaded from <u>https://www.bnm.gov.my/ccrisapplication</u>.

Note: Utility bill registered under applicant's name is mandatory.

Q2. If I am a non-Malaysian individual, how do I register for eCCRIS?

For non-Malaysian individuals, please register via eLINK (<u>https://telelink.bnm.gov.my</u>) by submitting completed application form and supporting documents. The form can be downloaded from <u>https://www.bnm.gov.my/ccrisapplication</u>.

Note: Utility bill registered under applicant's name is mandatory.

Q3. How do I register eCCRIS for my company?

For Company, Businesses or Non-Individuals, please appoint an Authorised Person to register via eLINK (<u>https://telelink.bnm.gov.my</u>) by submitting completed application form and supporting documents. The form can be downloaded from <u>https://www.bnm.gov.my/ccrisapplication</u>. *Note: Please ensure that the appointed Authorised Person is already a registered eCCRIS user.*

Q4. I have successfully registered as an eCCRIS user. Can I also reactivate account / change my mobile number/ regenerate PIN (OTP) online via eCCRIS website? If you are a registered user of eCCRIS, you may now perform the reactivation account and change of mobile number functions online via the eCCRIS website. Please refer to Section B (Q3) for account reactivation and Section A (Q13) for change of mobile number. However, in the event that the PIN (OTP) has expired, you can only regenerate the PIN (OTP) through CCRIS kiosk and eLINK. Please refer to Section A (Q6) for details.

Q5. Can I authorise another person to register eCCRIS and to obtain the CCRIS report on my behalf?

No, User who requested for eCCRIS registration and/or CCRIS report can only register his/her own name and obtain his/her own CCRIS report only.

Q6. I have registered for the eCCRIS. However, I have not activated the eCCRIS account upon receiving the SMS and email containing the OTP (PIN) number within seven (7) days as per instructed and the OTP (PIN) has expired. How can I get a new OTP (PIN)?

You can regenerate OTP (PIN) through the following channels:

- a) CCRIS kiosks at the Agensi Kaunseling dan Pengurusan Kredit's (AKPK) offices/branches nationwide.
 Kindly refer to AKPK's website for details on their locations and operation hours: <u>https://www.akpk.org.my;</u>or
- b) eLINK via <u>https://telelink.bnm.gov.my</u> by submitting the completed application form and supporting documents. The form can be downloaded from <u>https://www.bnm.gov.my/ccrisapplication</u>.
- Q7. Why do I require to transfer RM 1 for eCCRIS online registration?

The identity of new users will be confirmed digitally. The one-off RM 1 transfer to a designated Bank Negara Malaysia account is required to ensure only valid financial consumers are requesting the eCCRIS registration. It will be automatically refunded within 2 working days.

Q8. I have made RM 1 transfer for eCCRIS registration through my bank and the payment was successful. However, I have not received OTP (PIN). I have contacted my bank and they have confirmed that the payment went through successfully. Who should I contact for assistance?

You may contact our Contact Centre, BNMTELELINK via Live Chat at bnm.gov.my/livechat or call us at 1-300-88-5465 or 603-2174 1717 (overseas),

during operating hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding public holidays).

Q9. I have not received the RM 1 refund after 2 working days. Who should I contact for assistance?

You may contact our Contact Centre, BNMTELELINK via Live Chat at bnm.gov.my/livechat or call us at 1-300-88-5465 or 603-2174 1717 (overseas), during operating hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding public holidays).

Q10. I have not received the OTP (PIN) via SMS and email. What should I do?

Please ensure that you are using the same mobile number and email address used during the eCCRIS registration. In addition, you may want to check with your telecommunication provider to ensure that your mobile number does not have any issue/restriction in receiving the SMS.

Q11. I tried to login to eCCRIS but the OTP (PIN) session has expired. Can I request for a new OTP?

Yes. You can request for a new OTP (PIN) by clicking on the link to request a new OTP in the eCCRIS portal.



Q12. How many attempts do I have to enter the OTP? What happen if I exceeded the attempts?

You have up to 5 attempts for each login session. Once you exceeded the attempts, your account will be locked. To unlock, please refer to Section B (Q3).

Q13.1 have changed my registered mobile number. How do I update my latest registered mobile number in eCCRIS?

You may change your latest registered mobile number through the following channels:

 a) eCCRIS (if you are an existing eCCRIS user). Refer to Section B (Q2) for further details. b) CCRIS kiosks at AKPK's branches nationwide.

Refer to AKPK's website for details on their locations and operation hours: <u>https://www.akpk.org.my</u>; or

- c) eLINK via <u>https://telelink.bnm.gov.mv</u> by submitting the completed application form and supporting documents. The form can be downloaded from <u>https://www.bnm.gov.my/ccrisapplication</u>.
- Q14. I have forgotten my chosen security questions, and/or answers to the security questions and my eCCRIS account has been locked. How can I reactivate my eCCRIS account?

Please refer to the steps to reactivate eCCRIS account as provided in Section B (Q3).

Q15. I am an authorised representative of a company. How do I retrieve the CCRIS report of the company?

Follow the same process as self-enquiry on own CCRIS report. Please refer Section B (Q6).

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Q16. How do I read the CCRIS report? I wish to obtain further clarification on some entries in my CCRIS report. Can BNM assist me?

Further information on how to read the CCRIS report can be obtained at: <u>https://www.bnm.gov.my/ccris</u>. Should you require further clarification on the entries made in regard to financing facilities, please liaise directly with the respective financial institution(s) through their Complaints Unit. The contact details of the Complaints Unit can be obtained through the following links:

- <u>https://www.bnm.gov.my/list-of-licensed-financial-institutions</u>
- <u>https://www.bnm.gov.my/list-of-development-financial-institutions</u>

Should you find any wrong/incomplete entries on personal information (name, IC, etc), you may submit request for the entries to be ratified in the eCCRIS website. Please refer to Section B (8) for details.

Q17. Who can I refer to for further enquiries relating to eCCRIS usage?

You may refer to CCRIS website: <u>https://www.bnm.gov.my/ccris</u> for further clarification on CCRIS/eCCRIS.

Alternatively, you may reach out to our Contact Centre, BNMTELELINK via Live Chat at bnm.gov.my/livechat or call us at 1-300-88-5465 or 603-2174 1717 (overseas), during operating hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding public holidays).

- Q18. I have submitted my disputes/data verification request to the financial institution via eCCRIS. When will the financial institution revert on the case?Under normal circumstances, it may take up to 14 days for the financial institution to provide feedback on disputes initiated by the user.
- Q19. I am an authorised representative of a company. How to perform a dispute/verify the company's profile data (e.g. name spelling, registration date, and pending verification status)/record as indicated in the CCRIS report?
 Follow the same steps as self-enquiry on own CCRIS report. Please refer Section B (8).

Q20. Will the CCRIS kiosks still made available for individuals to register eCCRIS?

Yes, the CCRIS kiosks at AKPK offices nationwide are still available for individuals to register eCCRIS.

Q21. Is CCRIS a blacklist report?

No. CCRIS is a credit report that report the current and historical data about the credit standing of a particular borrower as reported by participating financial institutions. The CCRIS report does not provide any opinion/rating and it does not blacklist any borrower regardless of the repayment history.

Q22. What is eCCRIS operation hours?

eCCRIS is available from 6:00 a.m. – 12.00 midnight, Monday to Friday (excluding public holidays).

Section B: User Guide

- 1. I'm an individual Malaysian with MyKad and internet banking facility. How do I register eCCRIS online?
 - a) Please follow these steps:
 - Go to <u>https://eccris.bnm.gov.my</u> using Internet Explorer 11 or Google Chrome browser
 - (ii) Click "Register Now"

BANK NEGARA MALA CENTRAL BANK OF WALAYES	YSIA
•	Not a registered user? Register Now

- b) On the "Register Now" page.
 - (i) Fill in the details:
 - Full Name (As per MyKad)
 - Email Address
 - MyKad (12-digit MyKad/NRIC number)
 - Date of Birth
 - Mobile Telephone Number
 - a 6-digit code will be sent to this number for activation of the eCCRIS account
 - the telephone number must be of a local Telco provider only
 - (ii) Slide the captcha from left to right to confirm.
 - (iii) Click "Submit".

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	Notes: • The eCCRI5 online registration is only applied completed through CCRI5 kicels at AK mobile telephone number is required for the Please ensure that you have entered the co	icable for individual customers with <i>N</i> PK offices or can submit the applica is application, application, application, application, provide of the provideo of the provideo of the provideo of the provideo of the	yKad and an online banking facili tion form through eLINK (LATES orrect information may cause you	ty. For other type o T TELCO BILL with ir registration to be	af customers, eCCRIS registration can the applicant's name and registered unsuccessful.	
	Full Name (As per MyKad) *	E-mail Address *				
	Ali Bin Ahmad		myemail@email.com			
	MyKad 🕫	Date of Birth *		Mobile Telephone	e Number *0	
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- c) Confirm the details and submit.
 - (i) Ensure submission of accurate information.
 - (ii) Read the Terms & Conditions.
 - (iii) Tick the checkbox to agree with the Terms & Conditions.
 - (iv) Click "Submit"

Please confirm your details below and s	ubmit		ж
Full Name (As per MyKad) Ahmad Bin Abdul			
MyKad	Date of Birth	Mobile Telephone Number	
880112566789	12/01/1988	+6 012 - 2345678	
E-mail Address ahmad@email.com			
By submitting this registration, you agre	e to our Terms & Conditions.	Close Submit	

- d) On the "Submit" page.
 - (i) Read the details thoroughly and take note that digital authentication of a one-off RM 1 transfer to a designated Bank Negara Malaysia account will be charged and it is automatically refunded within 2 working days.
 - (ii) Select a preferred bank to proceed and complete the payment process.
 - (iii) Once RM 1 transfer is completed, a successful transaction page will be displayed.

We have received you transaction slip for ful	Ir payment. You are advised to download or print this ture reference.	
Transaction Sumn	nary	PRINT SLIP
Date/Time	29-Dec-2021 10:39:42 AM	
Reference No	ECCRIS-REG-211229000075	
Transaction Id	20211229M0000191861OBW00000001	
Selected Bank	Public Bank Berhad	
Amount	RM 1.00	
Payment of	eCCRIS Registration	
Status	Success	

(iv) A6-digit OTP (PIN number) will be sent via SMS and email to the registered mobile telephone number and email.





Notes: The 6-digit OTP (PIN number) is only valid for 7 days. Upon expiry, users are required to regenerate the 6-digit OTP. Please refer to Section A (Q7) for details.

(v) Click "Proceed to First Time Login" and use the 6-digit OTP as explained in Section B (5).



- 2. I have changed my mobile number. How to update my latest mobile number in eCCRIS?
 - a) Go to "MY PROFILE". Click "Change Mobile Number"

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b) Insert new mobile number. Click "Submit"

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	Submit				

c) Answer the security question. Click "Submit"

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MY	PROFILE > Ch	ange Mobile Numl	ber	
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Se Ple Qu	ecurity Auther ease answer to uestion	ntication he following Secu	rity Question:- What is	your car color?

d) Click "Request for TAC". The TAC will be sent to the new mobile number via SMS. Enter the TAC and click "Submit"

	ENQUIRY	MY REQUEST	MY PROFILE		
MY	PROFILE > Ch	ange Mobile Num	ber		
Cha	nge Mobile Nu	mber			
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e) Mobile telephone number successfully changed.

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- 3. My account has been locked. How do I re-activate my account?
 - a) Click "Reactivate Account"

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- b) The screen below will be displayed.
 - (i) Enter User ID (as created by user)
 - (ii) Click the "Submit" button

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Reactivate Account	
Reactivate Account	
Please enter your User ID:- User ID *	—
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c) The screen below will be displayed. Key in the answer and click 'Submit' button.

BANK NEGARA MALAYSIA CENTRAL BANK OF MALAYSIA	
Reactivate Account	
Security Authentication	n
Please answer the follo	owing Security Question:-
Question	What is your mother's name?
Answer *	
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Note:

If the user does not answer the security question correctly, proceed to the next security question until the user answers the security question correctly or all the security questions have been asked (maximum three security questions).

- 4. I forgot my User ID and password. How may I access eCCRIS?
 - a) Click "Forgot User ID or Password?"

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- b) The screen below will be displayed
 - (i) Please select your "Nationality" (i.e. Malaysia)
 - (ii) Fill up ID number (12-digit MyKad/NRIC number or Passport number)
 - (iii) Click the "Submit" button

BANK NEGARA MALAYSIA	•			
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c) The screen below will be displayed. Please answer "Security Question". Then click the "Submit" button.

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Forgot User ID/Passw	ord
Security Authentica	tion
Please answer the fi	ollowing Security Question-
Question	PLACE
Answer *	
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Note:

If the user does not answer the security question correctly, proceed to the next security question until the user answers the security questions correctly or all the security questions have been asked (maximum three security questions). d) Upon successful authentication, the screen below will be displayed. Click "Request for TAC" button. A TAC number will be sent to your registered mobile phone.

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Forgot User ID/Pass	word
TAC Authenticati	on
Confirm your Use User ID TAC *	r ID and request for TAC:- Shuhaila Request for TAC
Submit Cano	cel
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e) An acknowledgement message will be displayed.

- (i) Fill in the TAC number that is sent to your mobile phone in the field provided
- (ii) Click the "Submit" button

BANK NEGARA MALAYS	IA	
Forgot User ID/Password	4	
Forgot User ID/Pa mobile number 6016	issword Your TAC request is -236XXXX	successfully generated on 2018-01-06 18:19:38:481. TAC number will be sent to your registered *
TAC Authentication		
Confirm your User ID a User ID	and request for TAC:- Shuhaila	
тас •	••••••	Request for TAC
Submit Cancel		
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 f) If all answers to the security questions are incorrect, the screen below will be displayed.

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orgot User ID/Password					
Forgot User ID/Password - Acknow	wledgement				
Incorrect answer for the security question.					
You have exceeded the security authenticat	on attempts.				
Your account has been locked.					
Please reactivate your account.					
					Back to Home
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- 5. How do I access eCCRIS after I have registered and already received the PIN number on my mobile phone?
 - a) Please follow these steps:
 - Login to <u>https://eccris.bnm.gov.my</u> using Internet Explorer 11 or Google Chrome browser
 - (ii) Click "First Time Login"

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USER ID	USER ID	
First Time Log Forgot User ID Reactivate Acc	in or Password? ount	Next

- b) On the "First Time Login" page
 - (i) Select your "Nationality" from the dropdown list
 - (ii) Fill in the details:
 - ID number (12-digit MyKad/NRIC number or Passport number)
 - PIN number (a 6-digit code sent to the user's registered mobile phone for activation of the eCCRIS account)

(iii) Click the "Submit" button

BANK NEGARA MALA	AYSIA *		
First Time Login			
First Time Login			
Please enter your N	ationality, ID Numbe	r and PIN:-	
Nationality *	Malaysia		
ID Number *		0	
PIN *		0	
Submit Cancel			
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- c) Set User ID/Password
 - (i) Key-in the preferred User ID to access eCCRIS, an email address for contact and create a Password [length of password must be a minimum of 10 characters, with a combination of capital letters (A-Z), small letters (a-z), digits (0-9) and special characters "~!@#\$%^&*()_+"
 - (ii) Click the "Submit" button

Set User ID/Pas	ssword					 	 	
Please enter yo User ID * Email * Password *	ur User ID, I	Email and Passwo	rd:-	+				
Submit								
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- d) On the "Security Settings" screen
 - (i) Select a security image, enter a security phrase, choose and provide an answer for at least one security question
 - (ii) Click the "Submit" button

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e) 3.5. Once completed, an acknowledgement message will be displayed

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- 6. I have activated my eCCRIS. Now, how do I obtain my CCRIS Report?
 - a) Follow these steps:
 - (i) Log onto https://eccris.bnm.gov.my
 - (ii) Enter User ID (as created by user)
 - (iii) Click "Next" button

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b) If the security image and phrase match the user's chosen image and phrase, click "Yes" button to proceed to next step.



c) Enter password and click "Login" button

BANK NEGARA MALAYSIA CENTRAL BANK OF MALAYSIA	ENG BM
Contact Us https://telelink.bnm.gov.my BNM TELELINK (Customer Contact Centre) R.O. Box 10922 50929 Kuala Lumpur 1 300 88 5465 +603 2174 1717(Overseas) Operating Hours: 9.00 a.m - 5.00 p.m (Monday - Friday	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
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d) A One-Time Pin (OTP) will be sent via SMS to the registered mobile number.



e) Enter the 6-digit OTP and click 'Verify' button.



f) Upon successful login, the eCCRIS homepage will be displayed.



g) To retrieve the CCRIS report, click "ENQUIRY" tab, then click "Self Enquiry – Individual"

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 h) Indicate your acceptance to the Disclaimer statement, by checking the "I Agree" checkbox. Then, click the "Report Enquiry" button

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- 7. How can I download/save a copy of the CCRIS report?
 - a) While the report is being displayed on screen, click "Download" button
 - b) A message box will appear. Click the "Download" button to initiate the report download

BANK	NEGARA MAL	AYSIA							eC Lo	CRIS ogout
HOME	ENQUIRY	MY REQUEST	MY PROFILE						Welcome	, Susi
	_	ID Number 1 850510105316	l OI	Number 2	_	Date o 10/05/1	f Birth / Registration 1985	Nationality	-	Warning
sCapacityLender	Granchil acility Acco	ount/Application Total Outs ber Balance (1	tanding Balance Updated	Limit / Instalment Amount (RM)	Collateral Type	Principal Repayment Term	Instalment in Arrears for Last 12 M	lonths	Legal Status	Date Status Updated
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c) Click Open" to view the report or click on "Save" button to save a copy of the report to your local storage

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- (i) The downloaded report is saved in Portable Document Format (PDF) with a pre-assigned password as follows
- (ii) Date of report enquiry (e.g. 30Oct2018, 10Feb2018)
- (iii) First 3-characters of your User ID (Ahmad, Hanafi)*Examples: 30Jan2018Ahm, 10Feb2018Han*
- (iv)Once you enter the password, click the OK button to open the report.You will need a software which is capable of opening PDF files, to view the saved report

sword	
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Example: The saved CCRIS report viewed using Adobe Reader software

		★ Export PDF
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8. I noticed an error on my information shown in the credit report (e.g. name spelling, date of birth, pending verification status) as reported by the financial institutions. How do I manage data verification via eCCRIS?

a) To verif	v the profil	e and report	a dispute.	click the	"Verifv" button.
~		,				

	Distant	MYREQUES	T WY PROFILE	4							_	 leicome, N
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				SHALL NOT BE	Disclosed to AVY of	NER PERIOR						
											-	

b) Select the disputed item(s) and click the "Next" button.

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ita Ver	rification	- Select													
Dispu	te														_
Japunal	Borrower Na	-		D.N	uncer 1	_	IO Nut	rber 2	_	Date	of Brth/Registration	Nation	alty	Warning	
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otes															
Kanch NJ MAYBAN 14477	uk I ANI	RENTUL (THE S	Soulevard)												

- c) On the "Data Verification Request" screen, fill up dispute details and click the "Save" button to save it as a draft or click the "Submit" button to submit the dispute for further action.
 - (i) Data verification Borrower Profile
 Important: Please provide full information/supporting documents
 such as a copy of Mykad, relevant letter from Jabatan Pendaftaran
 Negara, etc. (Field Add Attachment). Incomplete information may
 result in a delay of response.

	ENGLIRY	MY REGS	IEST N	Y PROFILE			leicome, Nor		
Data	Verification -	Request		-			_		
Secti	on		Borrower	Profile					
Cate	gory *		ICIC (Borro	wer Profile)	•				
Verified Field(s) *(Please check(v) the box to indicate field(s) that required verification)		eld(s) *(Please the box to indicate select deseased to select				Remarka			
recifi	cation)			Borrower Name	NONONG				
				ID Number 1	990510105318				
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				Date Of Birth / Registration	10/05/1999				
				Nationality	MY				
				Warning	Pending Verification	please verify			
lem	arks		-						
				ers remaining					
dd /	Attachment Ma	x (SMB)	+ Erows	P Upload P Canoni					

(ii) Data verification – Account details (Outstanding Credit/Special Attention Account/Application for Credit)
 Important: Please provide full information/supporting documents such as release letter, letter from the financial institution, etc. (Field – Add Attachment). Incomplete information may result in a delay of response from the reporting Financial Institution.

E ENQURY MY REQU	AEST N	IN PROFILE		Welcome, No
lection	Applicatio	n for Credit		
Category *	Wrong Rep	orting *		
/erified Field(s) *(Please check()) the box to indicate ield(s) that required	Please select	Field	Value	Remarks
erification)		Date	25/10/2017	
		Status	Pending	current application status
		Capacity	Own	
		Lender	MAYBANK	
		Branch	14477	
		Account / Application Number	308382	
		Limit / Instalment Amount (RM)	123,455	
lemarks	1			
dd Atlachment Max (SMB)	+ 5.000	. A Dated _ A Cavel		
ote: Please provide full inform	ation, inco	molete / insufficient information may	result in delay of response from Bank Nega	ra Malavaia or Financial Institution

- d) (i) An acknowledgement message will be displayed
 - (ii) You will be alerted via Notification Email that a Data Verification Request has been submitted

BANP	NEGARA MAL	AYSIA		eCCR Logou EN Bi
OME	ENQUIRY	MY REQUEST	MY PROFILE	Welcome, MAT LASS
MY REC	UEST > Data	Verification - Non	-Individual	
Acknow	ledgement			
0 8	Data Verificatio Data Verificatio	on Request PUV20 on Request PUV20	17100000161 submitte 17100000160 submitte	d successfully # d successfully
Ackn	owledgement			
Your dat	ta verification enq	uiry(ies) is(are) submit	ed as follows:	
Data Ve	rification Type			Request ID
Borrowe	r Profile			PUV2017100000160
Outstan	ding Credit			PUV2017100000161
Respons	se from BNM/PFI	will be based on the as	signed request ID	
OK				
		Terms of Use Pri	vacy Statement Securit	ty Policy Disclaimer © 2017 Bank Negara Malaysia 2017. All Rights Reserved.

Note:

- (i) Data verification on borrower profile will be submitted to BNM.
- (ii) Data verification on account details will be submitted to respective Financial Institution.

e) To check the status of data verification, please select "MY REQUEST". The following screen will be displayed.

BAN BAN	BANK NEGARA MALAYSIA CEMINEN BANK OF MALAYSIA Logo EN F										
HOME	ENQUIRY	MY REQUEST	MY PROFILE				Wei	come, Moh	amed Muhaimo	en Johari	
MY RE	QUEST										
My Req	uest Historical Se Historical Se Data Verifica Data Verifica	If Enquiry - Indivi If Enquiry - Non-I tion Task - Individ tion Task - Non-Id	dual ndividual Jual ndividual						a colon		
No.	Data Verification ID	Borrower Na	ID Number 0	Date Of Birth	Enquiry Date Time 0	To 0	Status All +	Action Date Time	Remarks	Actic	
No reco	ords found.										
	Terms	of Use Privacy S	(1 of 1)	y Disclair	10 💌	© XLS	sia 2017. All R	lights Rese	rved.	<i>,</i>	

f) Fill up details and click the "Search" button.

	ENQUIRY	MY REQUEST	MY PROFILE					Welcome,	Mohamed Muh	aimen Jol
IY REC	QUEST > Data V	erification - Indivi	dual							
Data	Verification - Indiv	dividual								
Data	Verification ID									
Enqu (DD/M	iry Start Date MMYYYYY)					Enquiry End Dat (DD/MM/YYYY)				•
Canton										
Statu	s	Please Select	•							
р 5 Д	s Search ¢ Res	Please Select	•						s Co	lumns
P S	s Search © Res Data Verificati ID ©	Please Select	Name ID Number	r.≎ Date Of Birth ≎	Enquiry Date Time	To o	Status Q Al +	Action Date Time	E Co Remarks	lumns Action
P S No.	s Search © Res Data Verification ID c ords found.	Please Select	Name ID Number	r.≎ Dete Of Birth ≎	Enquiry Date Time	To 0	Status All +	Action Date Time	E Co Remarks	lumns Action

Note:

Under normal circumstances, the user will receive feedback within 14 days.

- 9. I received feedback in response to my query. How do I seek further details or close the query?
 - a) Click the magnifying glass icon under the "Action" column

BAMK NEGARA MALAYSIA	_	_			_				eCi
IONE ENQUIRY MY REQUEST	MY PROFILE							Webc	ome, Loke Jee
MY REQUEST > Data Verification - Indi	vidual								
Data Verification - Individual									
Data Verification ID Enquiry Start Date (DDIMM/YYYY)	22/11/2021	100	-	Eng	ury End Date (DD/MM/Y	YYY) 22/1	2/2021		
Status	Please Select *								
(P. Search) @ Reset									
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No. Data Verification ID =	Borrower Name C	ID Number ©	Date Of Birth 3	Enquiry Date Time #	To o	Status :: Al -	Action Date Time 0	Remarks	Action
1									
2		Electronic		Marca Constant					
3. PUV2021120000001	NEW ACCOUNT STATUS J	\$51231710283	21/12/1965	22/12/2021 04:42:41	ENM	Open	22/12/2021 04:43:47	failing	-
			(\$ of \$)	10 × 0 ×L5					-

b) Click "Next"

BANK NEGARA MALAYSIA Maku maku di Audulu			e
E ENQUIRY MYREQUEST MYPROFILE			Welcome, Loke J
MY REQUEST > Data Verification - Individual			
Data Verification - PUV2021120000003			
Dispute			
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NEW ACCOUNT STATUS J	Contrast a	Para to serve with the server	antening (Transfer
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ACTIVITY AND A CONTRACT OF	pluation varies		
Noos Diversi Name Maritane Goria Jacké Statovi (SMA)a			
			A Next P. Back

- c) The screen below will be displayed
 - (i) If user wants to seek further clarification, enter the details in the "Remarks" section and click "Submit"; OR
 - (ii) If user is satisfied, user may close the request by clicking the "Delete" button. Alternatively, if user does not perform any action, the system will automatically close the request after 30 days

eCCRIS User Guide & FAQ

BANK HEGARA MALAY	SIA				eCCRI Logout
ME ENQUIRY	MY REQUEST	MY PROFILE			Webcome, Loke Jee Ann
			Branch	83019	
			Facility	Purchase of Passenger Cars	
			Account / Application Number	CCRISPROJINT, CCRISPROJINT-J	
			Total Outstanding Balance (RM)	120,001	
			Date Balance Updated	5/17/0021	
			Limit / instaiment Amount (RM)	3600 95, 50,500	
			Collateral Type at Master Account Collateral Type at Sub Account		
			Principle Repayment Term	Monthly	
			Conduct of Account	0 0 0 0	
			Legal Status		1
			Date Status Update		
Remarks		test vi			
1000 Contract 1000		3993 strandor	i remanerg		
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FI Attachment(s)					
Add Attachment M	ax (SMB)	+ Browse	I F Spinet (P Center) :		
Note: Please provid	e fuil informatio	n, incomplete / insult	icient information may result in delay of response t	rom Bank Negara Malaysia or Financial Institution	
					B Submit & Delete & Back