

FREQUENTLY ASKED QUESTIONS (FAQs)

Public Mutual SecureSign

A. GENERAL

1. What is SecureSign?

SecureSign is a digital security token built into the PMO PLUS mobile application. It is an authentication method when performing your transaction/service requests via Public Mutual Online (PMO). A push notification will be sent to your device which has been registered to provide the SecureSign authorisation.

Simply tap on the SecureSign push notification or launch the PMO PLUS app to retrieve the pending transaction/service request. Verify the transaction/service request details before providing authorisation.

2. What are the benefits of SecureSign?

SecureSign provides enhanced security by binding your device with your PMO User ID so that you can perform PMO transactions with peace of mind.

3. Who can register for SecureSign?

All PMO users can download PMO PLUS and register for SecureSign.

4. Do I need to use SecureSign to authorise PMO transactions?

Yes, you are required to authorise your PMO transaction/service requests via PMO PLUS SecureSign starting from 30 March 2024.

B. ACTIVATION

1. How do I register for SecureSign?

First-time users:

Log in to PMO PLUS using your existing PMO User ID and password. You will automatically be prompted to register for SecureSign.

Step-by-step User Guide

- 1) Log in to your PMO PLUS mobile app.
- 2) You will automatically be directed to register for SecureSign. Read and agree to the Terms and Conditions before clicking on 'Register'.
- 3) You will receive a PAC on your registered mobile number.
- 4) Enter the PAC given.
- 5) Registration is complete.

Existing users:

Log in to PMO PLUS from the menu button, select settings and click 'SecureSign Registration'.

Step-by-step User Guide

- 1) Log in to your PMO PLUS App > Menu > Settings > 'SecureSign Registration'.
- 2) Go to the confirmation page to re-register for SecureSign > Click 'Proceed'.
- 3) You will be directed to the SecureSign registration Terms and Conditions > Click 'Register'.
- 4) You will receive a PAC on your registered mobile number.
- 5) Enter the PAC given.
- 6) Registration is complete.

2. Can I skip the SecureSign registration?

Yes, you may skip the registration for now. If you wish to register for SecureSign later, you can do so by following the steps given above.

3. Can I register for SecureSign on all my PMO PLUS registered devices?

No. SecureSign can only be registered on one (1) device at any one time. Please note that when you register for SecureSign on a new mobile device, SecureSign will automatically be disabled from the prior mobile device.

4. I have previously uninstalled PMO PLUS and recently re-installed it on the same device. Do I need to re-register for SecureSign?

Yes, you will be prompted to register for SecureSign again upon logging in to PMO PLUS.

C. TRANSACTION AUTHORISATION

1. How does SecureSign work?

SecureSign will be the default authentication method for your PMO transaction/service requests. Upon confirmation of the transaction/service requests on PMO, you will be prompted to authorise directly via SecureSign.

2. How soon will the SecureSign push notifications expire?

Each SecureSign push notification has a validity of 2 minutes (120 seconds).

3. What if I accidentally dismiss the push notification for a pending transaction request?

You can launch PMO PLUS on your device and tap on the SecureSign tab (second-from-right icon at the bottom) to retrieve the pending request.

4. Am I able to use SecureSign when I am overseas?

Yes, you can use SecureSign while you are abroad as long as your mobile device is connected to the Internet.

5. Am I able to authorise my transaction requests without an Internet connection or with a slow connection?

You will need a stable Internet connection to make and authorise transaction/service requests using SecureSign.

6. I tapped on the push notifications but the transaction approval page was not displayed.

Please close PMO PLUS and re-launch the app. (refer to Question 3)

7. I am not able to receive push notifications on my device.

Follow the steps below to turn on push notifications for PMO PLUS on your device:

- 1) Go to your device's 'Settings'
- 2) Search for 'PMO PLUS'
- 3) Select 'Notifications'
- 4) Turn on 'Allow Notification'

8. If I lost my phone, how do I transact with PMO and the PMO PLUS app?

The following steps will enable you to continue performing transactions on PMO:

1. a) You will need to contact Public Mutual immediately to disable your PMO access.
b) Reset your User ID & password via
https://www.publicmutualonline.com.my/UserReset_Sel.aspx.
c) Download the PMO PLUS app and re-register for SecureSign on your new mobile device.
2. Alternatively, you may visit one of our branches to submit a hardcopy form for your transactions.

9. What if my device's operating system does not support the PMO PLUS app?

We have improved and streamlined the security measures of the PMO PLUS mobile app to allow it to operate only on fully-supported and secure operating systems. These measures are crucial in order to protect you from potential cyber security threats, frauds and scams.

Please ensure that the operating system of your device is updated to the latest version.

10. What should I do if I receive a push notification for a transaction that I do not recognise or did not perform?

Reject the transaction immediately and contact our Customer Service Hotline at 03-2022 5000 for assistance.

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