

# FREQUENTLY ASKED QUESTIONS (FAQs)

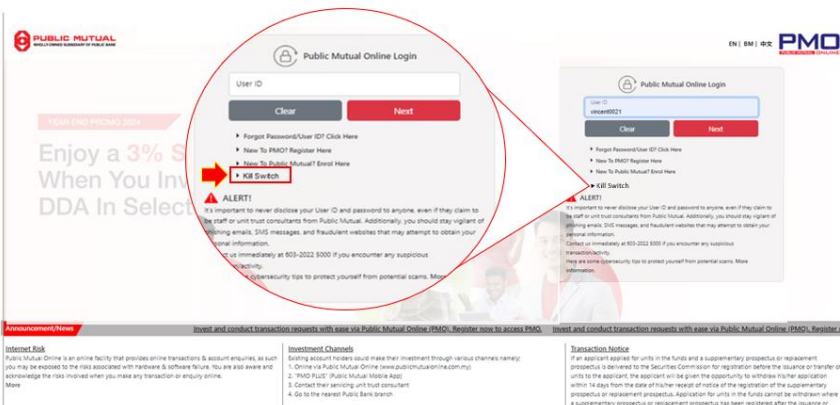
## Public Mutual Kill Switch

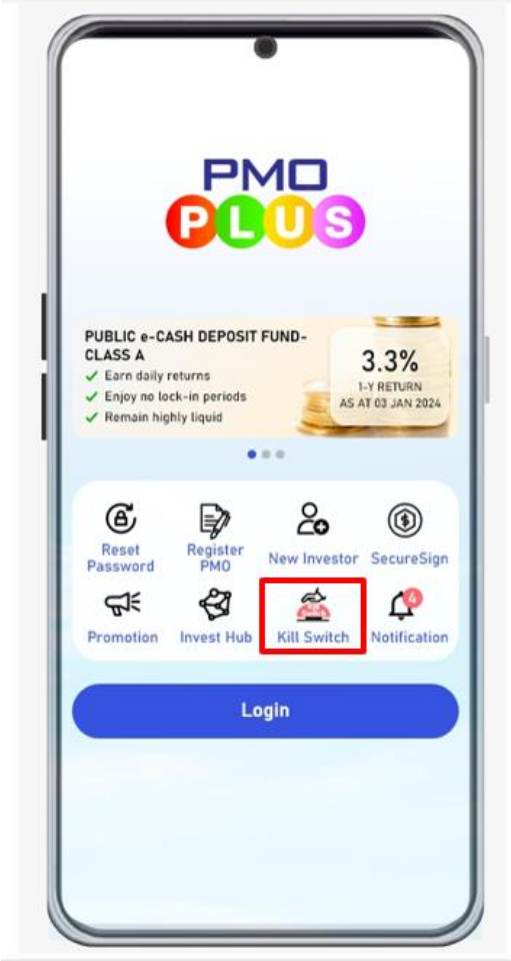
### A. GENERAL

#### 1. What is the Kill Switch?

The Kill Switch allows you to immediately disable your PMO/PMO PLUS account from a single access point, helping you to secure your online account.

You should only activate the Kill Switch if you notice any unauthorised transactions or suspect that your account may have been compromised.

Questions	Answers
1) On which platform will the 'Kill Switch' be available?	<p><b>You can access the Kill Switch directly –</b>  <a href="https://www.publicmutualonline.com.my/KillSwitch">https://www.publicmutualonline.com.my/KillSwitch</a></p> <p><b>Alternatively, Kill Switch access is also available at the login screens below:</b></p> <p><b>a) PMO</b>  <a href="https://www.publicmutualonline.com.my/Login">https://www.publicmutualonline.com.my/Login</a></p> 

Questions	Answers	
	<p><b>b) PMO PLUS</b></p> 	
<p><b>2) I have activated my Kill Switch. What happens now?</b></p>	<p><b>What you will <u>NO longer be able to do:</u> -</b></p>	<p><b>What you will <u>still be able to do:</u> -</b></p>
	<ul style="list-style-type: none"> <li>a) Log in to your PMO/ PMO PLUS account</li> <li>b) Register for PMO</li> <li>c) Reset your user ID and/or Password</li> </ul>	<ul style="list-style-type: none"> <li>a) Perform any transaction(s) Over the Counter (OTC)</li> <li>b) Your recurring transactions such as Direct Debit Authorisation (DDA), Scheduled Redemption Request (SRR) and Regular Investment Authorisation (RIA) will not be interrupted.</li> </ul>

Questions	Answers
<b>3) What happens if I do not de-activate the ‘Kill Switch’?</b>	<p>You can be assured that your money will remain in your Public Mutual account. However, kindly note that you will not be able to access PMO or PMO PLUS as well as perform online transactions if you do not de-activate the Kill Switch.</p>
<b>4) I would like to de-activate the Kill Switch. What should I do?</b>	<p>a) Visit any of our Public Mutual Branches; or b) Contact our Customer Service Hotline at 603 - 2022 5000</p> <p><i>Important: To enhance security, it is strongly recommended that you set a new user ID and password. You can do so via the website below:</i></p> <p><a href="#"><u>Reset User Credentials - PMO</u></a></p>