

## 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 but without internet banking facility or without bank account, 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 <https://www.akpk.org.my>*); or
  - (ii) eLINK (<https://telelink.bnm.gov.my>) by submitting completed application form and supporting documents. The form can be downloaded from <https://www.bnm.gov.my/ccrisapplication>.

*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 (<https://telelink.bnm.gov.my>) by submitting completed application form and supporting documents. The form can be downloaded from <https://www.bnm.gov.my/ccrisapplication>.

*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 (<https://telelink.bnm.gov.my>) by submitting completed application form and supporting documents. The form can be downloaded from <https://www.bnm.gov.my/ccrisapplication>.

*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: <https://www.akpk.org.my>;\_or*

b) eLINK via <https://telelink.bnm.gov.my> by submitting the completed application form and supporting documents. The form can be downloaded from <https://www.bnm.gov.my/ccrisapplication>.

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](https://www.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?**

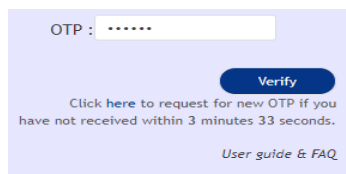
You may contact our Contact Centre, BNMTELELINK via Live Chat at [bnm.gov.my/livechat](http://bnm.gov.my/livechat) or call us at 1-300-88-5465 or 603-2174 1717 (overseas), during operating hours from 9:00 a.m. to 5:00 p.m., Monday to Friday (excluding public holidays).

**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. I 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:

<https://www.akpk.org.my>; or

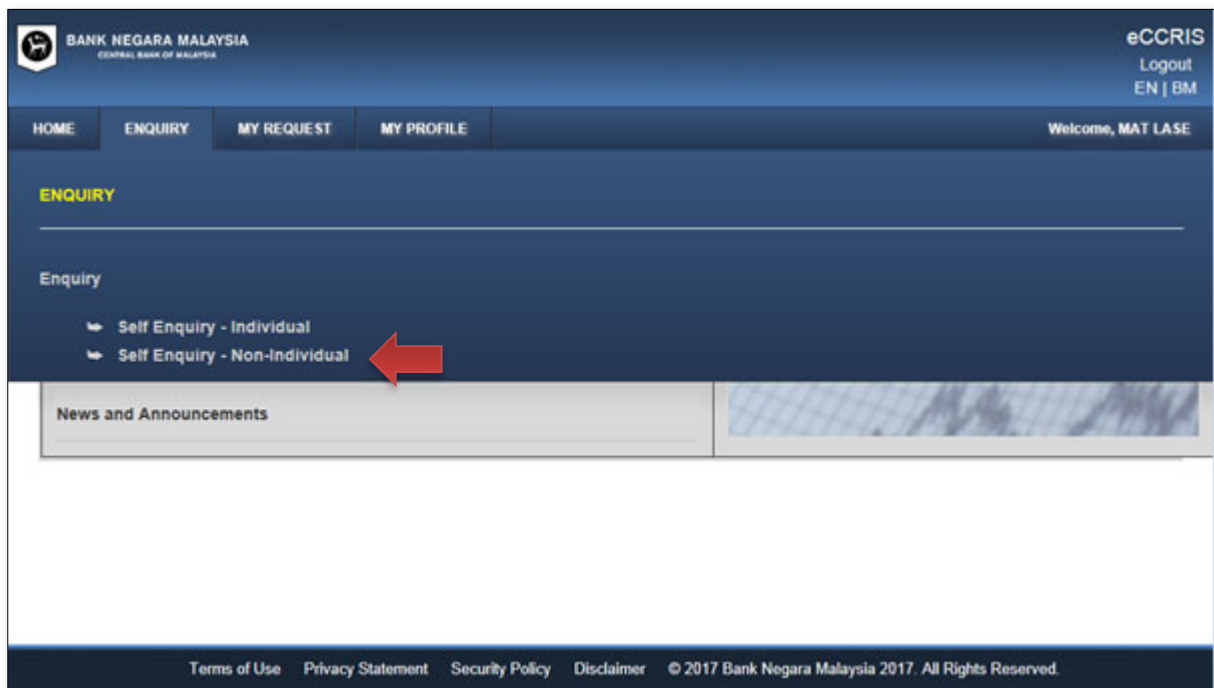
c) eLINK via <https://telelink.bnm.gov.my> by submitting the completed application form and supporting documents. The form can be downloaded from <https://www.bnm.gov.my/ccrisapplication>.

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).



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: <https://www.bnm.gov.my/ccris>. 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:

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

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: <https://www.bnm.gov.my/ccris> for further clarification on CCRIS/eCCRIS.

Alternatively, you may reach out to our Contact Centre, BNMTELELINK via Live Chat at [bnm.gov.my/livechat](http://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:

- (i) Go to <https://eccris.bnm.gov.my> using Internet Explorer 11 or Google Chrome browser
- (ii) Click "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".

**Notes:**

- The eCCRIS online registration is only applicable for individual customers with MyKad and an online banking facility. For other type of customers, eCCRIS registration can be completed through CCRIS kiosks at **AKPK offices** or can submit the **application form** through **eLINK** (LATEST TELCO BILL with the applicant's name and registered mobile telephone number is required for this application).
- Please ensure that you have entered the correct information. Failure to provide correct information may cause your registration to be unsuccessful.

**Register Account**

Full Name (As per MyKad) \*  
Ali Bin Ahmad

E-mail Address \*  
myemail@email.com

MyKad \*  
[Empty field]

Date of Birth \*  
01/01/1985

Mobile Telephone Number \*  
+6 012 - 3456789

Captcha \*  
[Image with puzzle pieces]  
Slide To Verify  
Please slide to verify.

Back Submit Reset

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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 submit

Full Name (As per MyKad)  
Ahmad Bin Abdul

MyKad  
880112566789

Date of Birth  
12/01/1988

Mobile Telephone Number  
+6 012 - 2345678

E-mail Address  
ahmad@email.com

By submitting this registration, you agree to our [Terms & Conditions](#).

Close Submit

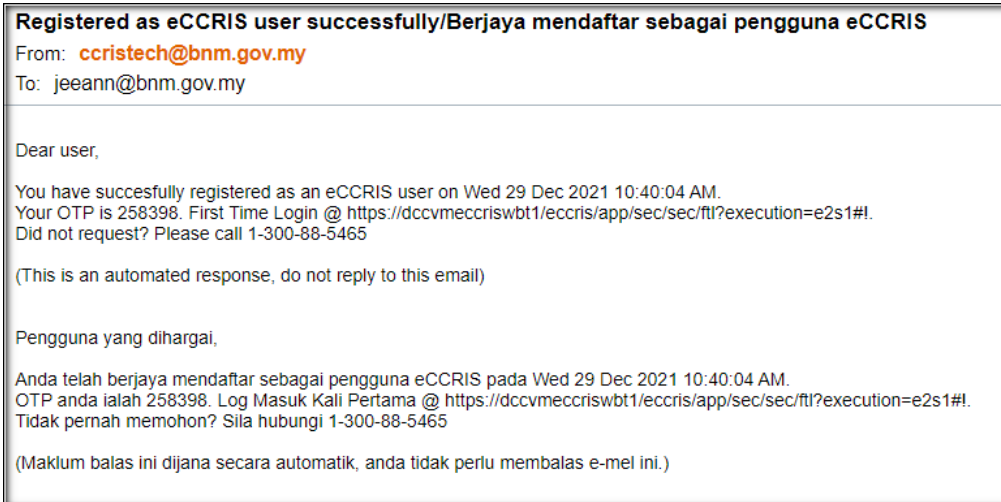


- d) On the “Submit” page.
- (i) Read the details thoroughly and take note that digital authentication of a one-off RM 1 transfer to a designated Bank Negara Malaysia account will be charged and it is automatically refunded within 2 working days.
  - (ii) Select a preferred bank to proceed and complete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

Transaction Summary		PRINT SLIP
<b>Date/Time</b>	29-Dec-2021 10:39:42 AM	
<b>Reference No</b>	ECCRIS-REG-211229000075	
<b>Transaction Id</b>	20211229M0000191861OBW00000001	
<b>Selected Bank</b>	Public Bank Berhad	
<b>Amount</b>	RM 1.00	
<b>Payment of</b>	eCCRIS Registration	
<b>Status</b>	Success	

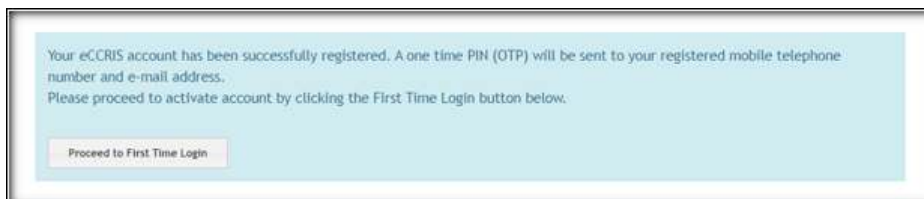
- (iv) A6-digit OTP (PIN number) will be sent via SMS and email to the registered mobile telephone number and email.

RM0 eCCRIS: OTP 258398 Wed 29 Dec 2021 10:40:04 AM. Tidak pernah memohon? Sila hubungi 1-300-88-5465. Did not request? Please call 1-300-88-5465



*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"

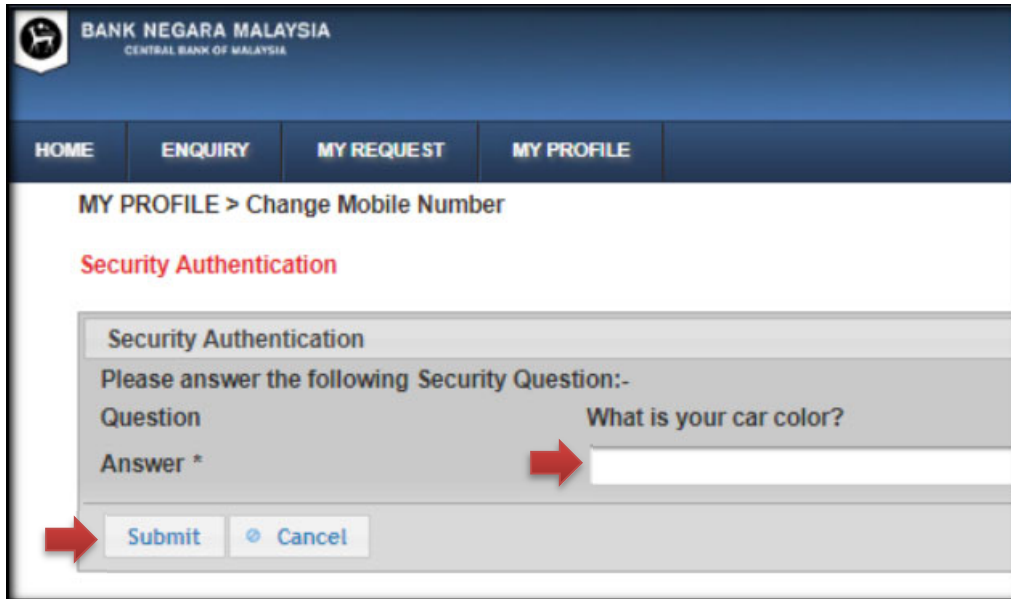


b) Insert new mobile number. Click "Submit"



The screenshot shows the 'Change Mobile Number' form in the eCCRIS system. The page has a dark blue header with the bank's logo and name. Below the header is a navigation menu with 'HOME', 'ENQUIRY', 'MY REQUEST', and 'MY PROFILE'. The 'MY PROFILE > Change Mobile Number' page is active, displaying the 'Change Mobile Number' form. The form has a title 'Change Mobile Number' and a subtitle 'Change Mobile Number'. Below the subtitle is a text input field labeled 'Enter your New Mobile Number:-'. The 'User ID' is 'cclokerpp1'. The 'New Mobile Number \*' field contains '+6 012 - 1234567'. A red arrow points to the 'Submit' button.

- c) Answer the security question. Click “Submit”

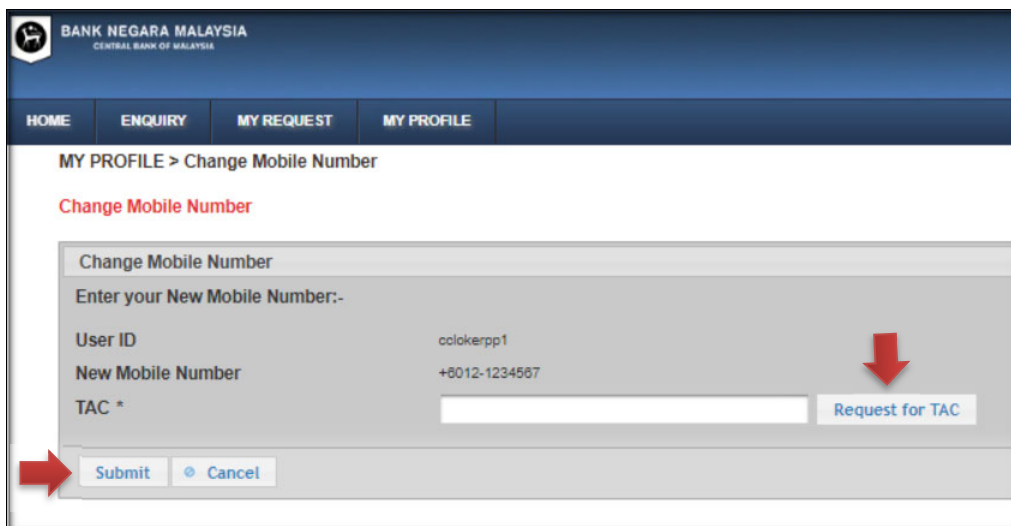


The screenshot shows the 'MY PROFILE > Change Mobile Number' page. Under the heading 'Security Authentication', there is a form with the following fields:

- Security Authentication
- Please answer the following Security Question:-
- Question: What is your car color?
- Answer \*

Red arrows point to the 'Submit' button and the 'Answer' input field.

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



The screenshot shows the 'MY PROFILE > Change Mobile Number' page. Under the heading 'Change Mobile Number', there is a form with the following fields:

- Change Mobile Number
- Enter your New Mobile Number:-
- User ID: cclokerpp1
- New Mobile Number: +6012-1234567
- TAC \*

Red arrows point to the 'Request for TAC' button and the 'Submit' button.

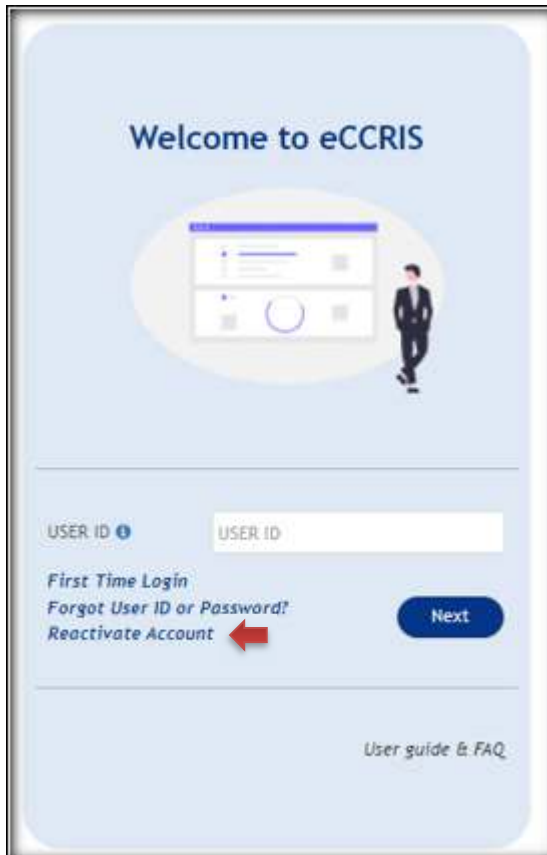
- e) Mobile telephone number successfully changed.



The screenshot shows the 'PROFIL SAYA > Tukar Nombor Telefon Mudah Alih' page. Under the heading 'Tukar Nombor Telefon Mudah Alih - Akuan', there is a message box with the following text:

- Tukar Nombor Telefon Mudah Alih - Akuan
- Nombor telefon mudah alih anda telah berjaya ditukar.

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



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

**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.

**Reactivate Account**

Security Authentication

Please answer the following Security Question:-

Question What is your mother's name?

Answer \*

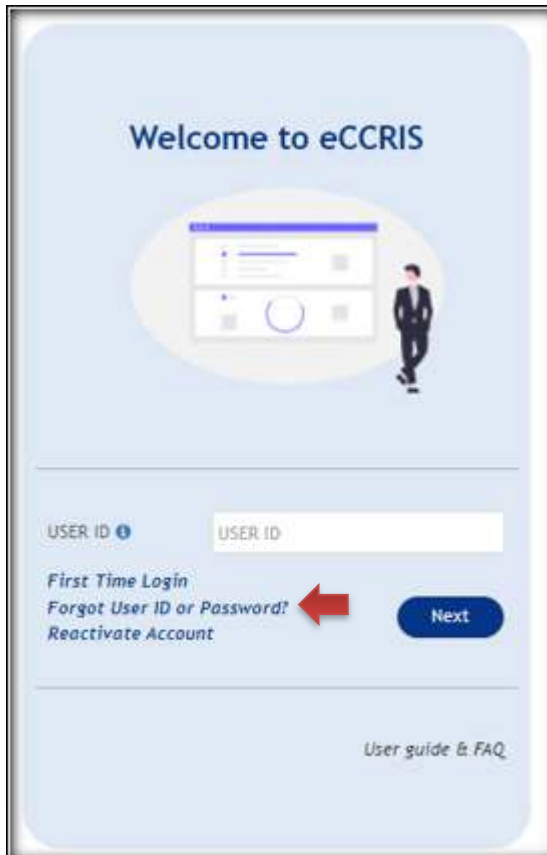
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**Note:**

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?”



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**  
CENTRAL BANK OF MALAYSIA

**Forgot User ID/Password**

Forgot User ID/Password  
Please enter your Nationality and ID Number:-

Nationality \*

ID Number \*

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- c) The screen below will be displayed. Please answer "Security Question". Then click the "Submit" button.

**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

**Forgot User ID/Password**

Security Authentication  
Please answer the following Security Question:-

Question PLACE

Answer \*

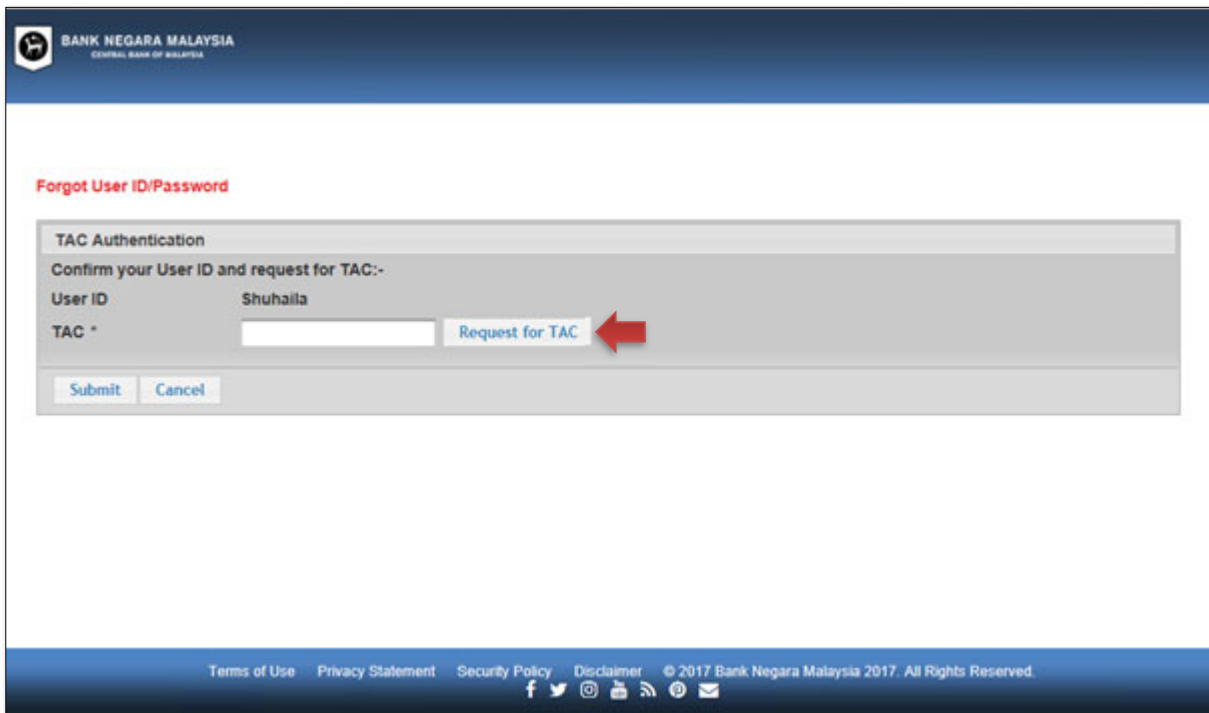
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**Note:**

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.



**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

**Forgot User ID/Password**

**TAC Authentication**  
Confirm your User ID and request for TAC:-  
User ID Shuhaila  
TAC \*  [Request for TAC](#)   
[Submit](#) [Cancel](#)

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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

The screenshot shows the 'Forgot User ID/Password' page on the Bank Negara Malaysia website. At the top, there is a blue header with the bank's logo and name. Below the header, the page title 'Forgot User ID/Password' is displayed in red. A light blue notification banner at the top of the main content area states: 'Forgot User ID/Password Your TAC request is successfully generated on 2018-01-08 16:19:36:481. TAC number will be sent to your registered mobile number 6016-236XXXX'. Below this, a grey box titled 'TAC Authentication' contains the text 'Confirm your User ID and request for TAC:-'. The 'User ID' field is filled with 'Shuhaila'. The 'TAC \*' field is filled with seven asterisks. To the right of the TAC field is a 'Request for TAC' button. Below the form are 'Submit' and 'Cancel' buttons. At the bottom of the page, there is a footer with links for 'Terms of Use', 'Privacy Statement', 'Security Policy', and 'Disclaimer', along with a copyright notice for 2017 Bank Negara Malaysia and social media icons.

- f) If all answers to the security questions are incorrect, the screen below will be displayed.

The screenshot shows the 'Forgot User ID/Password - Acknowledgement' page on the Bank Negara Malaysia website. At the top, there is a blue header with the bank's logo and name. Below the header, the page title 'Forgot User ID/Password' is displayed in red. The main content area is a grey box titled 'Forgot User ID/Password - Acknowledgement'. It contains the following text: 'Incorrect answer for the security question.', 'You have exceeded the security authentication attempts.', 'Your account has been locked.', and 'Please reactivate your account.'. A 'Back to Home' button is located at the bottom right of the grey box. At the bottom of the page, there is a footer with links for 'Terms of Use', 'Privacy Statement', 'Security Policy', and 'Disclaimer', along with a copyright notice for 2017 Bank Negara Malaysia and social media icons.

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:

- (i) Login to <https://eccris.bnm.gov.my> using Internet Explorer 11 or Google Chrome browser
- (ii) Click “First Time Login”



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 MALAYSIA**  
CENTRAL BANK OF MALAYSIA

**First Time Login**

First Time Login

Please enter your Nationality, ID Number and PIN:-

Nationality \*  ⓘ

ID Number \*  ⓘ

PIN \*  ⓘ

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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

**BANK NEGARA MALAYSIA**  
CENTRAL BANK OF MALAYSIA

**First Time Login**

Set User ID/Password

Please enter your User ID, Email and Password:-

User ID \*  ⓘ

Email \*  ⓘ

Password \*  ⓘ

Retype Password \*  ⓘ

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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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CENTRAL BANK OF MALAYSIA

**First Time Login**

**Security Settings**

Please select a Security Image:- \*

Please enter Security Phrase:-  
Security Phrase \*

Please choose 3 Security Questions:-

1.Question \*  
Answer \*

2.Question \*  
Answer \*

3.Question \*  
Answer \*

[Submit](#)

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

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CENTRAL BANK OF MALAYSIA

**First Time Login**

**First Time Login / Activate Account - Acknowledgement**

Your account has been successfully activated.  
Please login to eCCRIS home page using the User ID and Password.

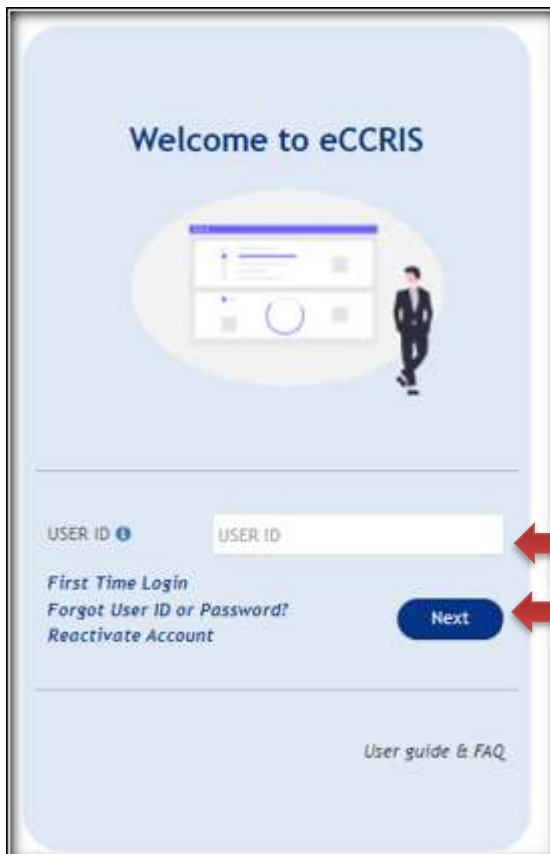
[Back to Home](#)

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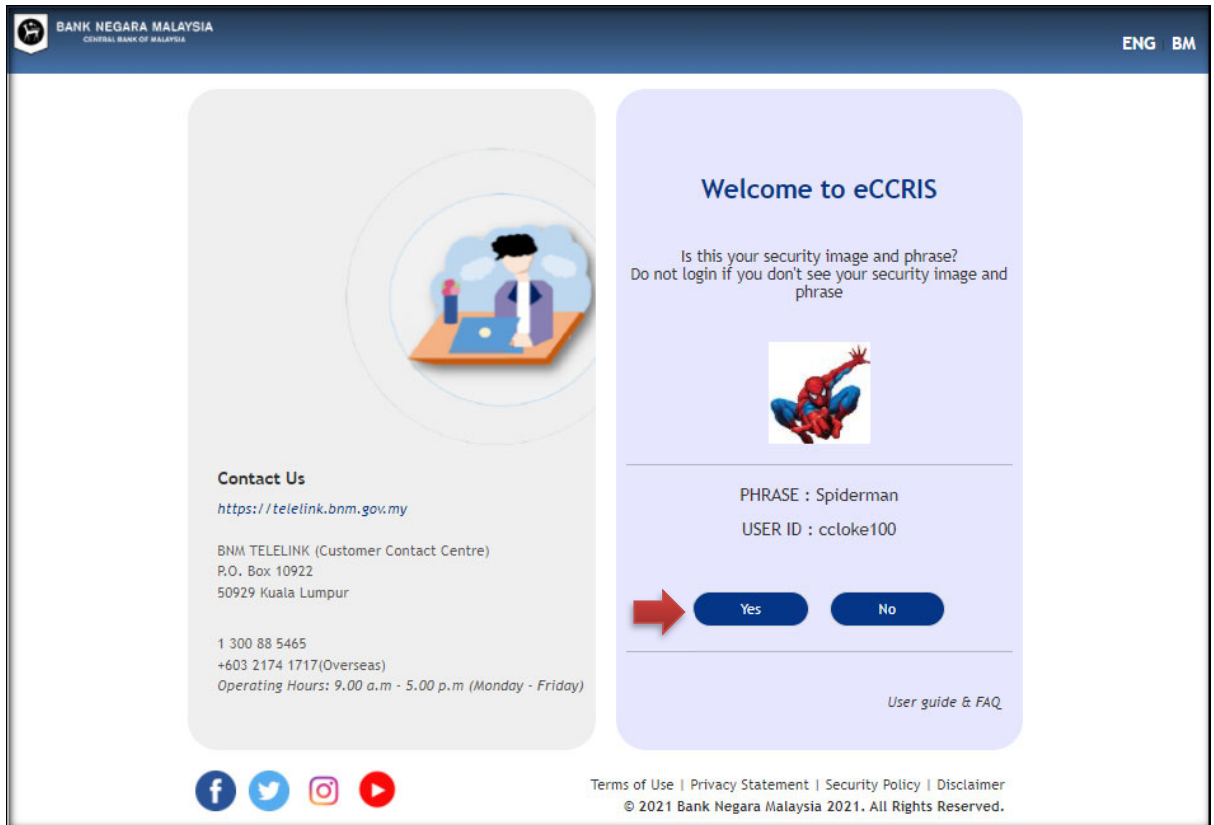
6. I have activated my eCCRIS. Now, how do I obtain my CCRIS Report?

a) Follow these steps:

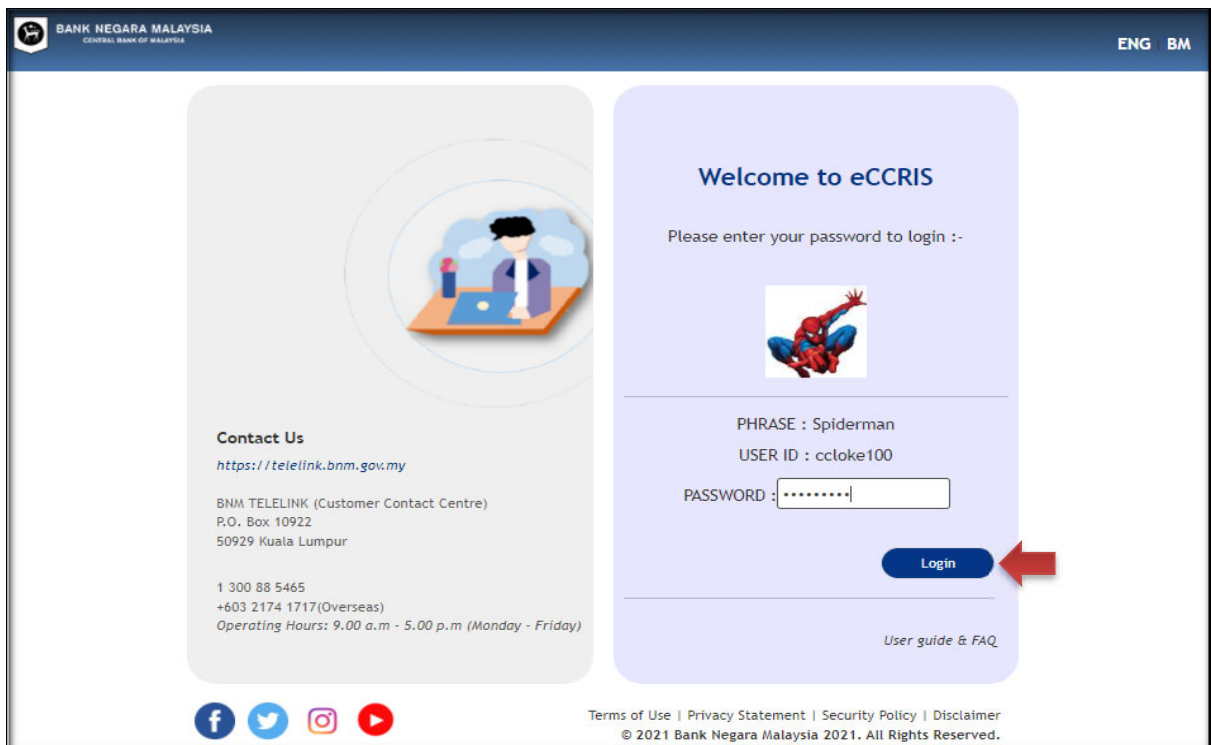
- (i) Log onto <https://eccris.bnm.gov.my>
- (ii) Enter User ID (as created by user)
- (iii) Click “Next” button



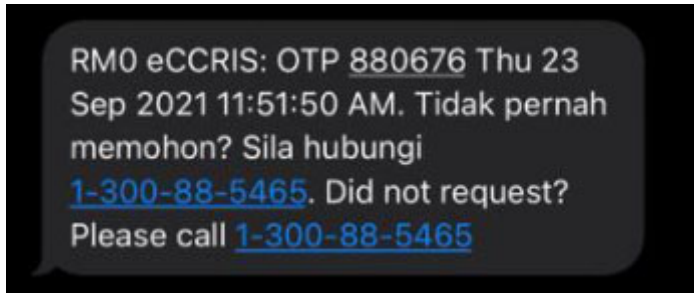
- b) If the security image and phrase match the user's chosen image and phrase, click "Yes" button to proceed to next step.



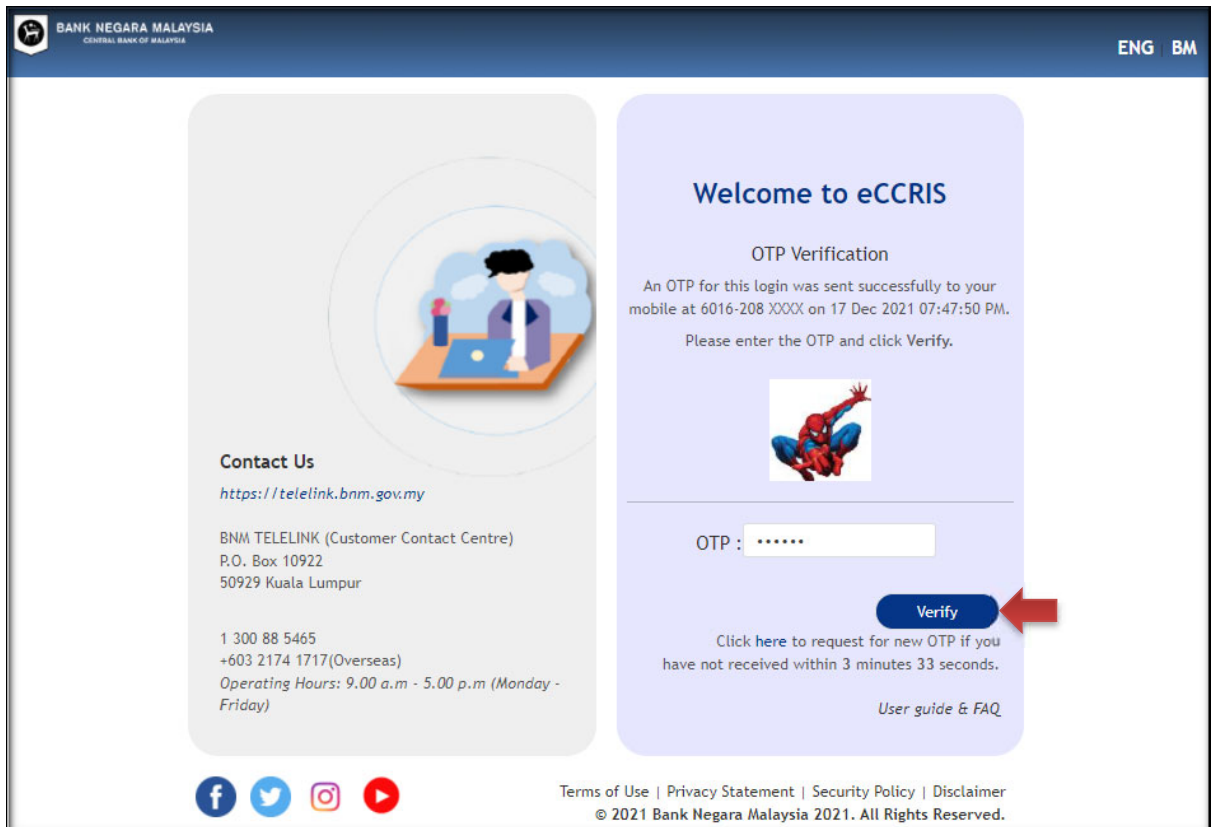
- c) Enter password and click "Login" button



d) A One-Time Pin (OTP) will be sent via SMS to the registered mobile number.

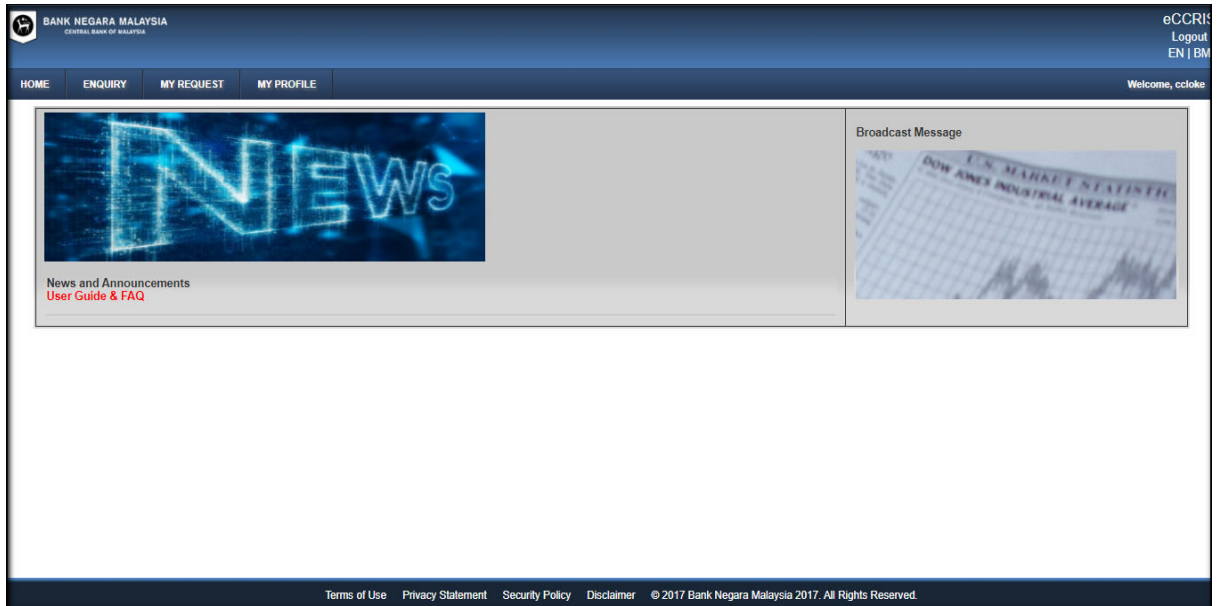


e) Enter the 6-digit OTP and click 'Verify' button.

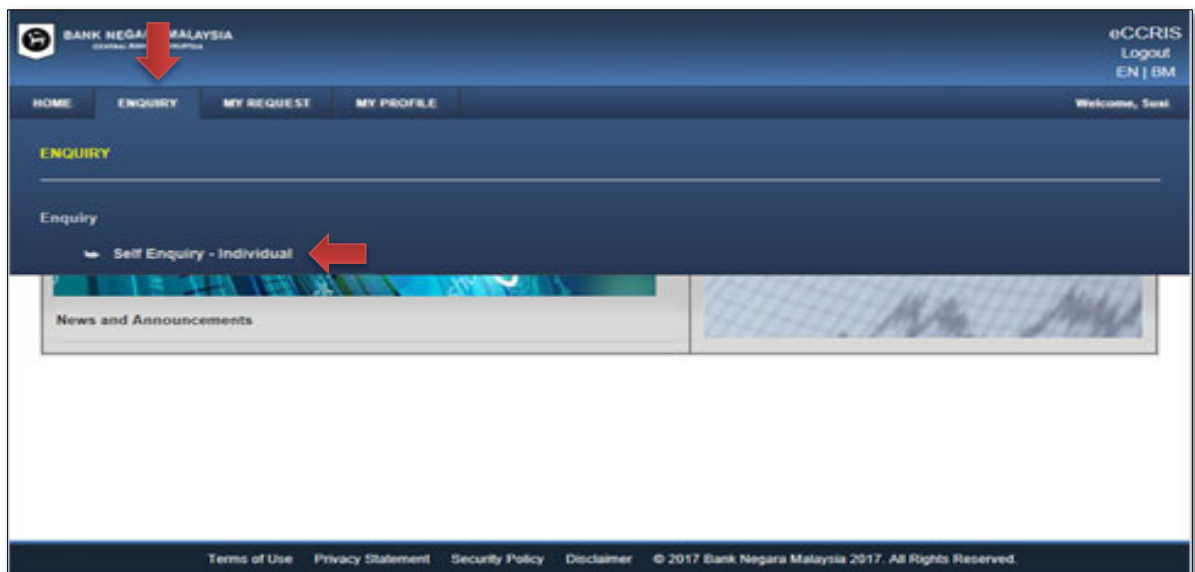




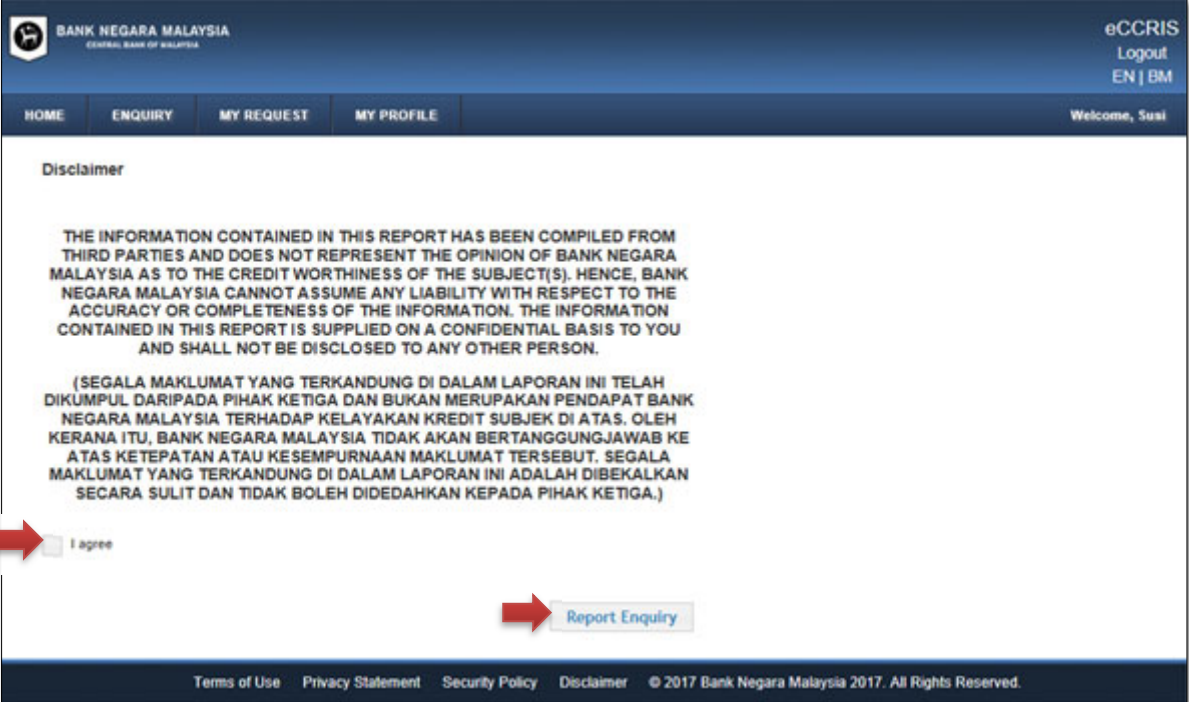
f) Upon successful login, the eCCRIS homepage will be displayed.



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



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



The screenshot displays the eCCRIS interface for Bank Negara Malaysia. At the top, the logo and name of Bank Negara Malaysia are visible, along with the text "eCCRIS Logout EN | BM". Below this is a navigation bar with links for "HOME", "ENQUIRY", "MY REQUEST", and "MY PROFILE", and a user greeting "Welcome, Susi".

The main content area is titled "Disclaimer" and contains the following text:

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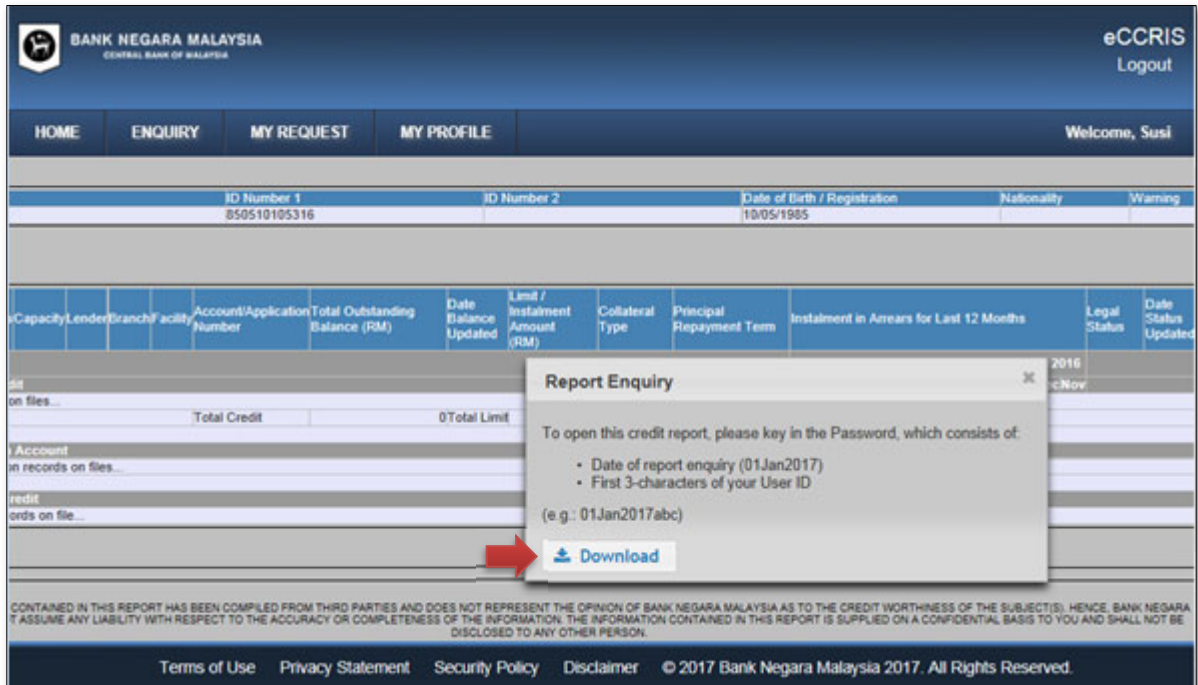
(SEGALA MAKLUMAT YANG TERKANDUNG DI DALAM LAPORAN INI TELAH DIKUMPUL DARIPADA PIHAK KETIGA DAN BUKAN MERUPAKAN PENDAPAT BANK NEGARA MALAYSIA TERHADAP KELAYAKAN KREDIT SUBJEK DI ATAS. OLEH KERANA ITU, BANK NEGARA MALAYSIA TIDAK AKAN BERTANGGUNGJAWAB KE ATAS KETEPATAN ATAU KESEMPURNAAN MAKLUMAT TERSEBUT. SEGALA MAKLUMAT YANG TERKANDUNG DI DALAM LAPORAN INI ADALAH DIBEKALKAN SECARA SULIT DAN TIDAK BOLEH DIDEHAHKAN KEPADA PIHAK KETIGA.)

Below the disclaimer, there is a checkbox labeled "I agree" and a button labeled "Report Enquiry". Red arrows point to both the checkbox and the button.

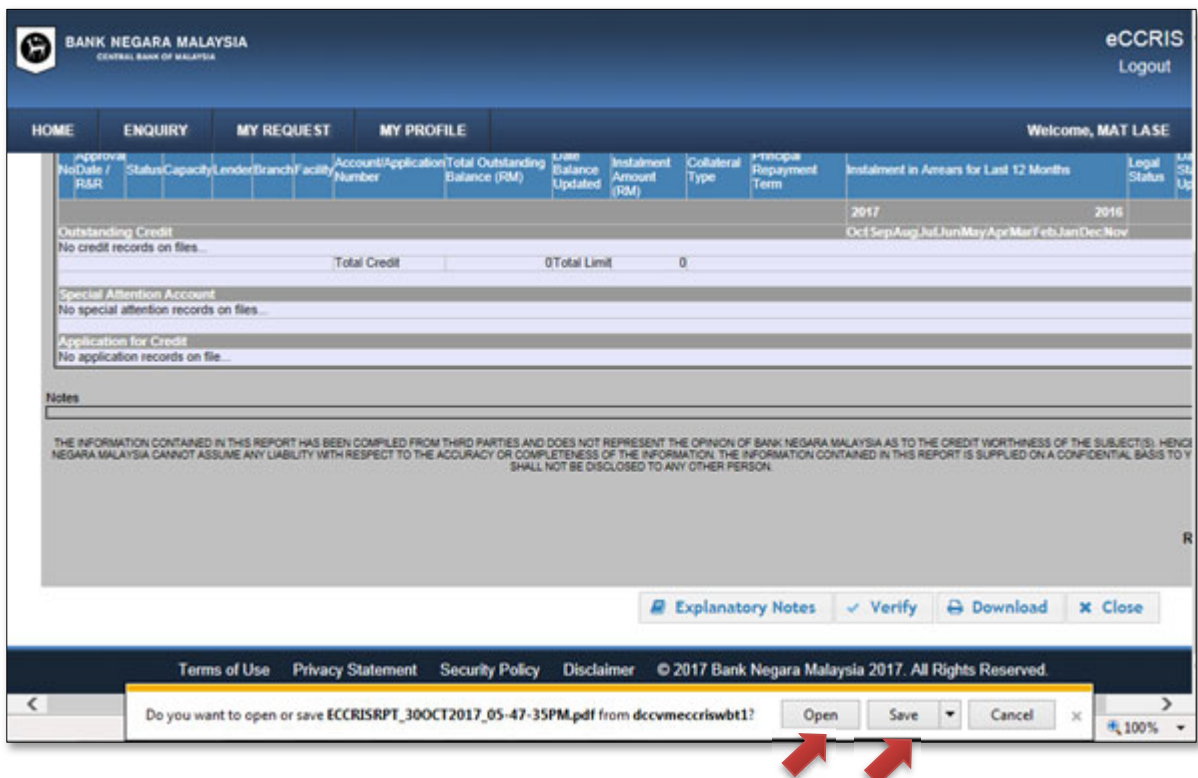
At the bottom of the page, there is a footer with the following text: "Terms of Use Privacy Statement Security Policy Disclaimer © 2017 Bank Negara Malaysia 2017. All Rights Reserved."

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



- c) Click “Open” to view the report or click on “Save” button to save a copy of the report to your local storage



(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)

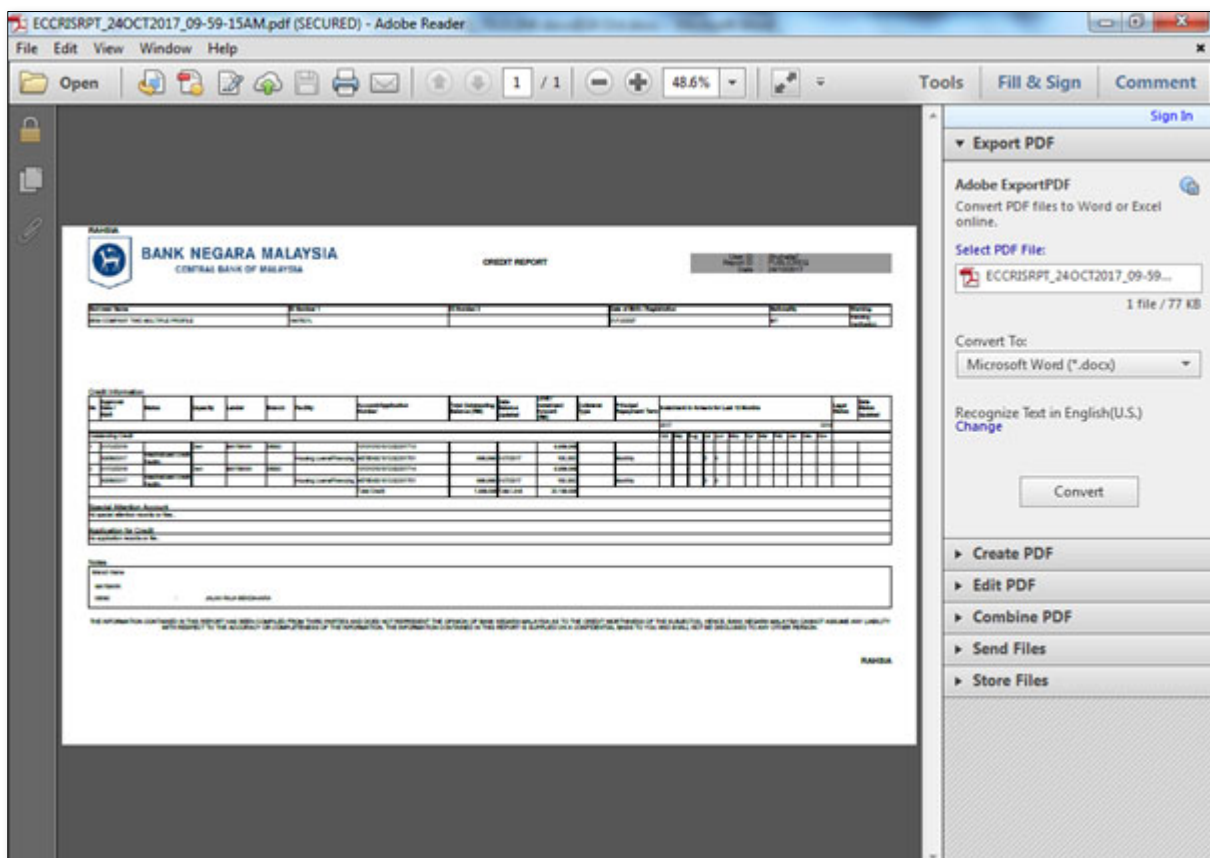
*Examples: 30Jan2018Ahm, 10Feb2018Han*

(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

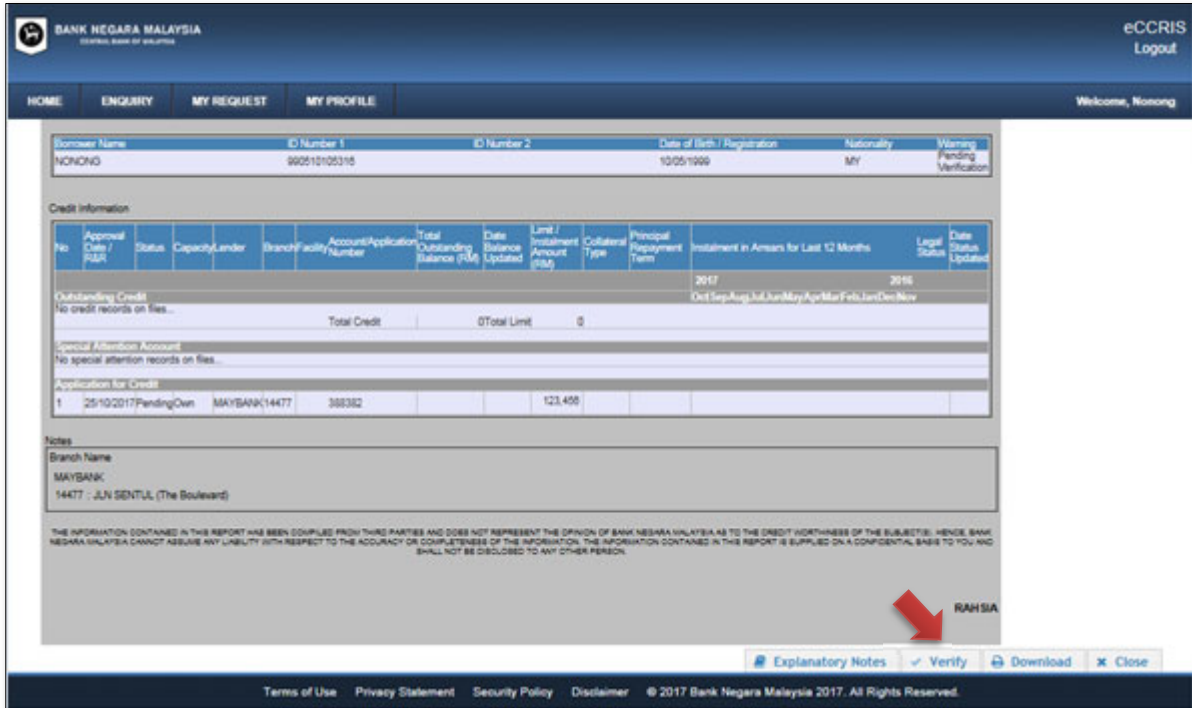


Example: The saved CCRIS report viewed using Adobe Reader software

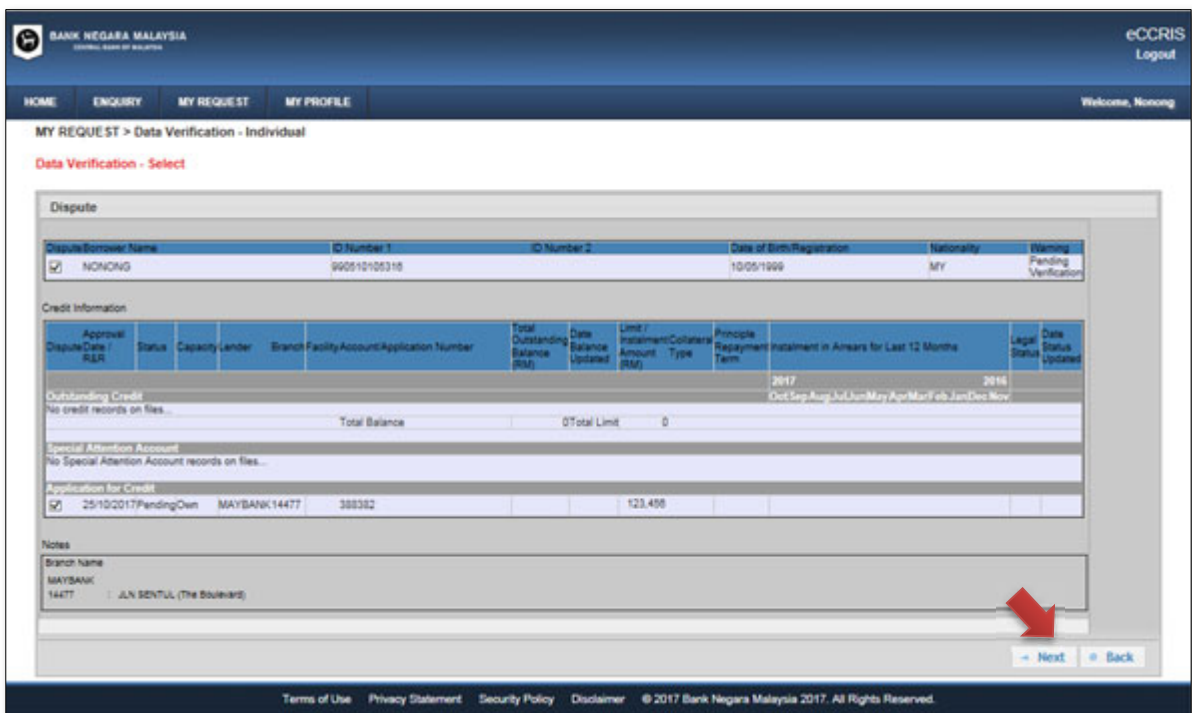


8. I noticed an error on my information shown in the credit report (e.g. name spelling, date of birth, pending verification status) as reported by the financial institutions. How do I manage data verification via eCCRIS?

a) To verify the profile and report a dispute, click the “Verify” button.



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



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.**

The screenshot displays the 'Data Verification - Request' interface for a 'Borrower Profile'. The page header includes 'BANK NEGARA MALAYSIA' and 'eCCRIS Logout'. The navigation menu shows 'HOME', 'ENQUIRY', 'MY REQUEST', and 'MY PROFILE'. The main content area is titled 'Data Verification - Request' and contains the following elements:

- Section:** Borrower Profile (indicated by a red arrow).
- Category:** IDIC (Borrower Profile).
- Verified Field(s) Table:**

Please select	Field	Value	Remarks
<input type="checkbox"/>	Borrower Name	NONONG	
<input type="checkbox"/>	ID Number 1	990110105310	
<input type="checkbox"/>	ID Number 2		
<input type="checkbox"/>	ID Number 3		
<input type="checkbox"/>	ID Number 4		
<input type="checkbox"/>	Date Of Birth / Registration	10/05/1999	
<input type="checkbox"/>	Nationality	MY	
<input checked="" type="checkbox"/>	Warning	Pending Verification	please verify
- Remarks:** A text input field with a red arrow pointing to it.
- Add Attachment:** A section with '4000 KB remaining' and a 'Browse' button (indicated by a red arrow), along with 'Upload' and 'Cancel' buttons.

The footer contains links for 'Terms of Use', 'Privacy Statement', 'Security Policy', and 'Disclaimer', along with the copyright notice: '© 2017 Bank Negara Malaysia 2017. All Rights Reserved.'

(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.**



**Section**: Application for Credit

**Category**: Wrong Reporting

Please select	Field	Value	Remarks
<input type="checkbox"/>	Date	25/10/2017	
<input checked="" type="checkbox"/>	Status	Pending	current application status
<input type="checkbox"/>	Capacity	Own	
<input type="checkbox"/>	Lender	MAYBANK	
<input type="checkbox"/>	Branch	14477	
<input type="checkbox"/>	Account / Application Number	388382	
<input type="checkbox"/>	Limit / Instalment Amount (RM)	123,456	

**Remarks**: [Text Area]

**Add Attachment** Max (5MB): [Browse] [Upload] [Cancel]

**Note**: Please provide full information, incomplete / insufficient information may result in delay of response from Bank Negara Malaysia or Financial Institution

**Buttons**: [Save] [Submit] [Back]

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

**MY REQUEST > Data Verification - Non-Individual**

**Acknowledgement**

Data Verification Request PUV2017100000161 submitted successfully  
Data Verification Request PUV2017100000160 submitted successfully

Acknowledgement	
Your data verification enquiry(ies) is(are) submitted as follows:	
Data Verification Type	Request ID
Borrower Profile	PUV2017100000160
Outstanding Credit	PUV2017100000161

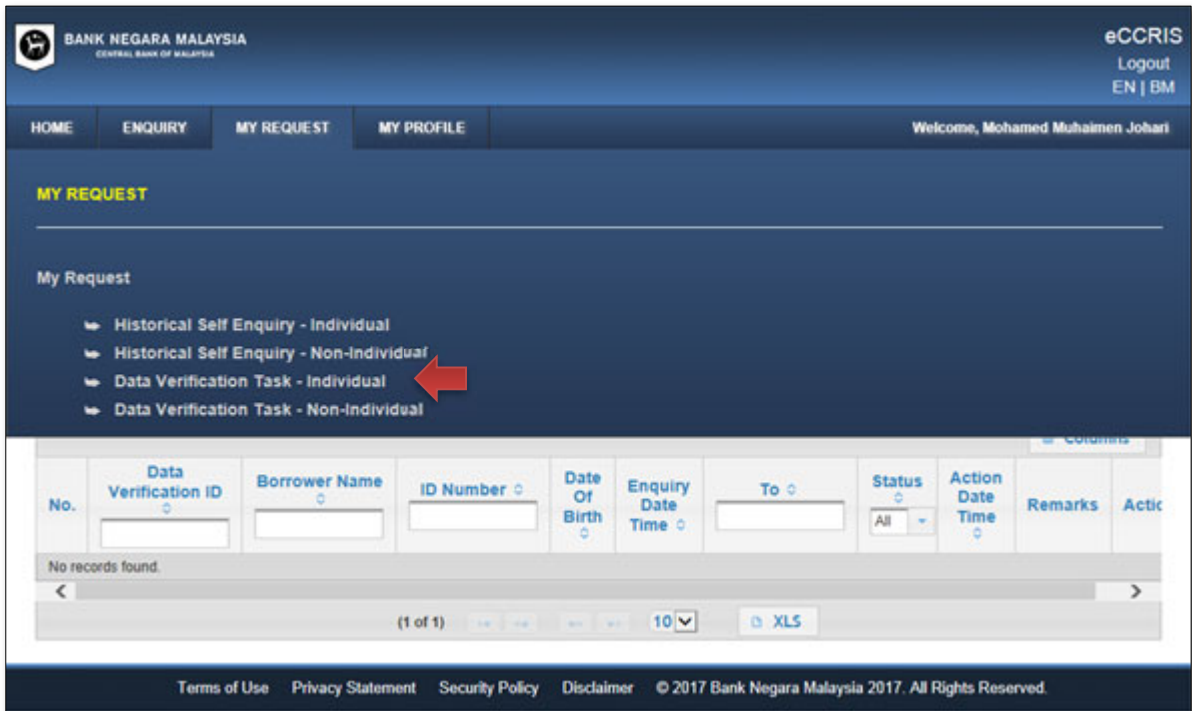
Response from BNM/PFI will be based on the assigned request ID

**OK**

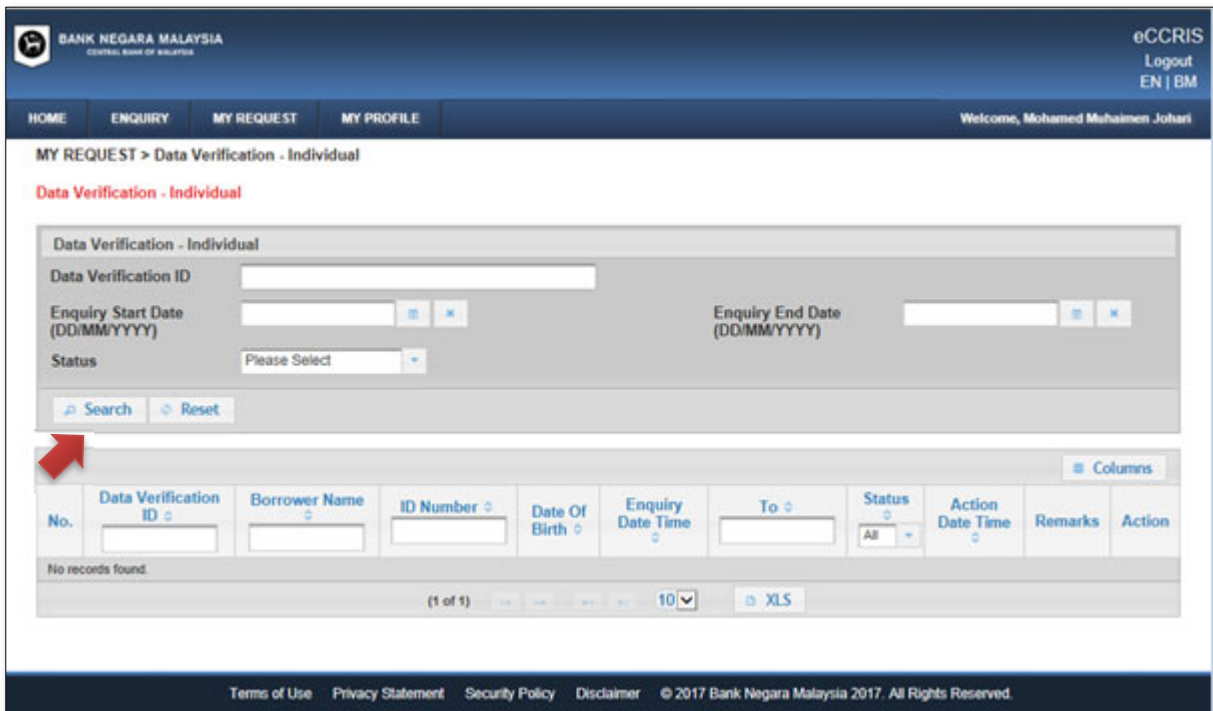
**Note:**

- (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.



f) Fill up details and click the “Search” button.



**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

b) Click “Next”

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

**BANK NEGARA MALAYSIA** eCCRIS  
Logout

HOME ENQUIRY MY REQUEST MY PROFILE Welcome, Loke Joo Ann



Branch	51015	
Facility	Purchase of Passenger Cars	
Account / Application Number	CCRBPRQ087, CCRBPRQ087-J	
Total Outstanding Balance (RM)	150.001	
Date Balance Updated	5/11/2021	
Limit / Instalment Amount (RM)	38889.99, 60.000	
Collateral Type at Master Account		
Collateral Type at Sub Account		
Principle Repayment Term	Monthly	
Conduct of Account	0 0 0 0	
Legal Status		
Date Status Update		

Remarks: test v1

FI Remarks: 3993 characters remaining  
lastlogr1

FI Attachment(s):  
Add Attachment Max (5MB)  
[Browse](#) [Upload](#) [Cancel](#)

Note: Please provide full information, incomplete / insufficient information may result in delay of response from Bank Negara Malaysia or Financial Institution

  [Submit](#) [Delete](#) [Back](#)