

## Frequently Asked Questions (FAQ)

### 1. What is KFH MySecure?

KFH MySecure is an application that promote stronger 2-Factor Authentication (2FA) for high value transactions (RM10,000 and above).

### 2. Where can I download KFH MySecure application?

You can download KFH MySecure application from Apple App Store or Google Play.

### 3. How do I activate KFH MySecure?

You will need to download KFH MySecure from Apple App Store or Google Play. To activate, launch KFH MySecure and follow these steps:-

- a. Login to KFH Online and proceed to Profile Maintenance menu.
- b. Under Profile Maintenance menu, click on "Activate KFH MySecure" option
- c. Launch your downloaded KFH MySecure application and press the "Start" button
- d. Scan the displayed QR code by using your KFH MySecure application.
- e. Set your passcode to secure your KFH MySecure application
- f. Key-in the displayed Activation Response Code to your KFH Online. Request for TAC and click Next button at both KFH Online and KFH MySecure application
- g. Again, scan the displayed QR code (after you have clicked the "Next" button from the previous step)
- h. Key-in the displayed Confirmation Response Code to your KFH MySecure and press the "OK" button at both KFH Online and KFH MySecure to complete the activation.
- i. An activation SMS will be sent to your registered mobile number.
- j. Your KFH MySecure is now ready to be used.

### 4. How to authenticate transaction using KFH MySecure?

When you perform a high value transactions, KFH Online will display the Challenge Question Code instead of the TAC option. Just follow the following steps:-

- a. Launch your KFH MySecure application and press the "Login" button.
- b. Enter passcode as set during the activation process
- c. Enter Challenge Question Code as displayed at KFH Online to your KFH MySecure
- d. Key-in the generated Challenge Response Code to your KFH Online
- e. You are now able to authenticate your high value transaction by using KFH MySecure

### 5. What are the minimum requirements to download and activate KFH MySecure?

- iOS platform: OS 11 or later
- Android platform: OS 5.0 or later

### 6. Do I need to have internet connection to use KFH MySecure application?

NO, no internet connection is needed for you to use KFH MySecure.

### 7. Are there any operating hours for the KFH MySecure application?

There are no operating hours as KFH MySecure application is available 24/7.

**8. Can I use KFH MySecure by using my friend's phone?**

Yes, but you will need to delete the existing application and reinstall KFH MySecure as only one user is allowed per device at a time.

**9. What is the need of using KFH MySecure app?**

It is for you to authorise transaction value of RM10,000 and above via KFH Online.

**10. Can I login using my biometric feature instead?**

Yes, you can. You may activate/deactivate it under app setting but it also depends on your phone feature.

**11. What should I do if my device is lost?**

If your device is lost, you may deactivate your KFH MySecure via KFH Online under Profile Maintenance option. Alternatively, please call our Contact Centre at 1300 888 KFH (534) in order for us to deactivate your KFH MySecure. Please note that our operating hours are between 8:00am and 8:00pm, daily.

**12. Whom should I call if I encounter problems when using KFH MySecure?**

You may call our Customer Contact Centre at 1300 888 KFH (534) for further assistance.

**13. What if my phone does not support biometric authentication?**

You may still login using the passcode that you have set during the activation process.

**14. If my device camera is broken, can I still proceed with the activation?**

Yes, you can. You may use the manual option by using the application's keypad, i.e. enter the code displayed manually instead of scanning in order to proceed with the activation.

**15. How to scan the activation QR code if I am using phone's browser to access KFH Online?**

You may use manual option by using application's keypad. Means, you may enter the code displayed manually in order to proceed with the activation.

**16. What do I need to do if I get a "Session Expired" message?**

Each KFH MySecure code has its own validity period. If it expires, just re-login to your KFH MySecure.

**17. Can I reuse the code displayed on my device for other transaction?**

The code is unique to each performed transaction. You will need to obtain a new code when you perform new high value transactions.

**18. I have activated my KFH MySecure, but keep getting an error message when I tried to perform a high value transaction.**

If this happens, please reactivate your KFH MySecure by following the activation steps.

**19. What do I need to do if I forgot my KFH MySecure application password?**

If you forgot your KFH MySecure passcode, please reactivate your KFH MySecure by following the activation steps.

**20. Why does my KFH MySecure show a “Locked” status?**

This is because your KFH MySecure has been blocked due to the number of exceeded passcode attempts allowed during login. If this happens, please reactivate your KFH MySecure by following the activation steps.

**21. Why does my KFH MySecure show an “Incomplete Registration” status?**

This is because your activation was unsuccessful/incomplete. Please reactivate your KFH MySecure by following the activation steps.