FREQUENTLY ASK QUESTIONS
SECURITY CHALLENGE QUESTION

NO.	QUESTION	ANSWER
1.	What is **Security Challenge Question**?	**Security Challenge Question** is an additional security feature which will be applicable for verification purposes when the customer performs a transaction via AGRONet.
2.	How do I set up my Security Challenge Questions?	Once successfully login, customer must choose **three (3)** Security Challenge Questions to answer. Customer may provide any answer up to **50 characters.** *Note*: Customer is required to set the Security Challenge Questions one time only.
3.	Can I share the Security Challenge Questions with any third parties?	Security Challenge Questions shall not be shared with any other party. The risk that a transaction can be made by a third party is high if the Security Challenge Question has been compromised.
4.	What should I do if my AGRONet access has been locked?	Customer is required to contact Agrobank Call Centre at 1 300 88 2476 or 03-20790600 for further assistance.
5.	Is it secured to answer Security Challenge Questions via public connection?	It is advisable for customer to avoid answering Security Challenge Questions via public connection.
6.	Can I change my Security Challenge Questions ?	Customer may change Security Challenge Questions by following steps below: 1.Login AGRONet https://www.agronet.com.my/rib/common/Login.do 2.Click '**Profile Management**' menu 3.Select '**Change Challenge Question**' 4.Select the Security Challenge Questions and provide the answer. 5.Click '**Request**' for Secure Approval via AGROKey 6.Click '**Push Notification**' received on your registered device. 7.Click '**Confirm**'

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