



## FREQUENTLY ASKED QUESTIONS

### SECURITY CHALLENGE QUESTION

NO.	QUESTION	ANSWER
1.	What is a security challenge question?	The security challenge question is additional security feature which will be applicable for verification purposes when the customer performs a transaction via AGRONet.
2.	How to register security challenge question at Login page?	<p>Customer may follow the following steps:</p> <ol style="list-style-type: none"> <li>1. Click Login Page</li> <li>2. Enter "Username and Password".</li> <li>3. Enter "Security Code" Or known as (CAPTCHA) Click on "Next" Button</li> <li>4. Select "Security Challenge Question 1"</li> <li>5. Enter "Security Answer 1" and "Confirm Answer 1"</li> <li>6. Select "Security Challenge Question 2"</li> <li>7. Enter "Security Answer 2" and "Confirm Answer 2"</li> <li>8. Select "Security Challenge Question 3"</li> <li>9. Enter "Security Answer 3" and "Confirm Answer 3" Click on "Next" Button.</li> </ol> <p><i>Note: Customer is required to register challenge question one time only.</i></p>
3.	Can I share the security challenge question with any third parties?	No. Security challenge question shall not be shared with any other party.
4.	What should I do if I forget the registered answer for the security challenge question?	Customer is required to contact Agrobank Contact Centre at 1 300 88 2476 (AGRO) 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?	Yes. Customer may change security challenge questions at "Profile Management" menu.

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