# 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 AGRONetBIZ. |
| 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.**<br><br>***Note***: *Customer is required to set the Security Challenge Question one time only.* |
| 3. | Can I share the Security Challenge Question with any third parties? | Security Challenge Question shall not be shared with any other party.<br><br>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 AGRONetBIZ 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:<br><br>1. Login AGRONetBIZ https://www.agronet.com.my/bib/common/Login.do<br>2. Click '**Profile Management**' menu<br>3. Select '**Change Challenge Question**'<br>4. Select the security challenge questions and provide the answer.<br>5. Click '**Submit**' |

20 March 2024