

NO.	QUESTION	ANSWER
AGRONetBIZ General		
1	How do I apply for AGRONetBIZ?	You may visit your home branch for assistance to proceed with AGRONetBIZ application.
2	What are the requirements to create USERNAME?	Your Username must be alphabets or mixture of alphanumeric format with a minimum of 6 to 16 characters. It cannot contain any special characters, except for ' _'. Example: Abcdefg_12
3	What are the requirements to create PASSWORD?	Your Password must contain a mixture of numeric and alphabet format with a range between 8 to 12 characters and cannot include these special character ['<>'%;&+].
4	Is it possible for me to change my PASSWORD?	Step 1: Login to AGRONetBIZ Step 2: On the side navigation menu, click Profile Management Step 3: Change Password
5	What should I do if I've forgotten my PASSWORD?	You may follow the steps below: <ol style="list-style-type: none"> 1. Login to https://www.agronetbiz.com.my/ 2. At Login page, click 'Reset Password'. 3. Click your role. 4. Key in your Username and Temporary Password that received via registered email. 5. Create New Password. 6. Confirm New Password. 7. Corporate Administrator to contact Agrobank contact Centre for activation. Corporate User to contact their Corporate Administrator for activation.
6	What are the benefits of using AGRONetBIZ?	AGRONetBIZ effectively consolidates cash management, trade and payment solutions. It helps ease the complexity of banking for various business transactions at your comfort and convenience. Be in control with Reflex for efficient cash flow management system that addresses your needs. You're sure to find pleasure in doing business with AGRONetBIZ.
7	Who is eligible to apply for AGRONetBIZ?	Sole proprietors/companies/clubs and societies who open corporate accounts with Agrobank are eligible to apply.
8	What is the minimum web browser requirement required to access the AGRONetBIZ?	The minimum web browser version required is as below: <ul style="list-style-type: none"> • Mobile Safari Version 14 and above • Safari Version 14 and above • Mozilla Firefox Version 127 and above • Microsoft Edge Version 126 and above • Google Chrome Version 125 and above
9	What are the roles available to use AGRONetBIZ?	The roles under AGRONetBIZ are: <ol style="list-style-type: none"> 1. Corporate Admin 2. Corporate User: <ul style="list-style-type: none"> • Single User • Initiator • Approver • Viewer

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10	What can I do as a Corporate Administrator?	As a Corporate Administrator, you can: <ul style="list-style-type: none"> • Create, edit, delete, and add Corporate Users • Assign account to Corporate Users • Activate AGROSecure for Corporate Users 										
11	What can I do as a Corporate User (Single User, Viewer, Initiator & Approver)?	<table border="1"> <thead> <tr> <th>Role</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td>Single User</td> <td>View account, download e-statement and perform transaction.</td> </tr> <tr> <td>Viewer</td> <td>Only view account and download statement.</td> </tr> <tr> <td>Initiator</td> <td>View account, download e-statement and initiate transaction.</td> </tr> <tr> <td>Approver</td> <td>View account, download e-statement and approve transaction initiate by initiator.</td> </tr> </tbody> </table>	Role	Function	Single User	View account, download e-statement and perform transaction.	Viewer	Only view account and download statement.	Initiator	View account, download e-statement and initiate transaction.	Approver	View account, download e-statement and approve transaction initiate by initiator.
Role	Function											
Single User	View account, download e-statement and perform transaction.											
Viewer	Only view account and download statement.											
Initiator	View account, download e-statement and initiate transaction.											
Approver	View account, download e-statement and approve transaction initiate by initiator.											
12	Who should I contact if I have any queries regarding AGRONetBIZ?	For any queries, please contact us at 1 300 – 88 – 2552 or 03 – 2023 2552.										
13	How do Corporate Admin unlock Corporate User?	Corporate Admin may login AGRONetBIZ and follow steps below: <p>Step 1: On the side navigation menu, click “IB Service Administration”</p> <p>Step 2: Click “User Maintenance”</p> <p>Step 3: Click Corporate User’s Username</p> <p>Step 4: Click “Unlock”</p> <p>Step 5: Click “Confirm”</p>										
AGROSecure												
14	What is AGROSecure ?	AGROSecure is a safer and more convenient way to authorise AGRONetBIZ transactions.										
15	How do I use AGROSecure ?	It is an application that use for login and authenticate a payment transaction at AGRONetBIZ depending on your role.										
16	Which roles does require AGROSecure for AGRONetBIZ?	The roles require for AGROSecure are: <table border="1"> <thead> <tr> <th>Role</th> <th>Function</th> </tr> </thead> <tbody> <tr> <td>Corporate Admin</td> <td>Login and perform any maintenance</td> </tr> <tr> <td>Single User</td> <td>Login and perform payment</td> </tr> <tr> <td>Approver</td> <td>Login and approve payment</td> </tr> </tbody> </table>	Role	Function	Corporate Admin	Login and perform any maintenance	Single User	Login and perform payment	Approver	Login and approve payment		
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17	How do I activate AGROSecure as a new ID (username)?	<p>You may follow steps below to activate AGROSecure:</p> <p>Step 1: Corporate Administrator (CA) / Approver / Single User to download AGROSecure thru Google Play/App Store.</p> <p>Step 2: Open AGRONetBIZ at https://www.agronetbiz.com.my</p> <p>Step 3: Click 1st Time Login.</p> <p>Step 4: Click your role.</p> <p>Step 5: Key in your Username and Temporary Password that received via registered email.</p> <p>Step 6: Create New Password.</p> <p>Step 7: Please open AGROSecure at your device and click Activate Mobile Token.</p> <p>Step 8: Scan QR Activation Code (at the website) or Input Manually.</p> <p>Step 9: Create: Your own 6-digit Passcode/PIN to Login AGROSecure.</p> <p>Step 10: Enter: 6-digit Passcode/PIN.</p> <p>Step 11: AGROSecure display Registration Code. Please Key in: The code into the Registration Code box at the website.</p> <p>Step 12: At AGROSecure, Click Next.</p> <p>Step 13: Scan The Confirmation Code or Input Manually.</p> <p>Step 14: Success Registration at AGRONetBIZ.</p> <p>Step 15: Corporate Administrator (CA) need to call Contact Centre at 1-300-88-2476 to activate the AGROSecure while Corporate User need to contact Corporate Administrator (CA) to activate the AGROSecure.</p> <p>Step 16: The cooling-off period has begun once AGROSecure is activated. You are only able to log in after a 12-hour cooling period.</p>
18	How much time do Single User/Approver have to activate AGROSecure?	<p>Customer is requiring to key in the Registration and Confirmation Code within 300 seconds.</p> <p><i>Note: Customers are advised to wait until a new timer is generated if the registration code is approaching its end time.</i></p>
19	Do I have to reactivate AGROSecure after change or reset password?	No, you don't have to reactivate AGROSecure after you change or reset your Password.
20	How do Single User/Approver authenticate transaction using AGROSecure ?	<p>Customer may follow below steps to authenticate transaction using AGROSecure:</p> <p>Single User Role:</p> <p>Step 1: Customer to key in username and password at AGRONetBIZ website at https://www.agronetbiz.com.my</p> <p>Step 2: Customer launch AGROSecure (in Mobile Apps) and click Login and Enter AGROSecure Passcode/PIN</p> <p>Step 3: Once customer has successfully login AGRONetBIZ website, Customer may select any transaction(s) and key in all Asterisk (*) info</p> <p>Step 4: Customer to Click: Transaction Signing at AGROSecure and Scan QR Code or Input Manually</p> <p>Step 5: AGROSecure will display Challenge Response Code</p> <p>Step 6: Customer to key in the number into Challenge Response Code box at the AGRONetBIZ website.</p> <p>Step 7: Click: Confirm & Transaction Approved</p>

FREQUENTLY ASK QUESTIONS

AGRONetBIZ (Business Internet Banking)

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		<p>Approver Role:</p> <p>Step 1: Customer to key in username and password at AGRONetBIZ website at https://www.agronetbiz.com.my</p> <p>Step 2: Customer launch AGROSecure (in Mobile Apps) and click Login and Enter AGROSecure Passcode/PIN</p> <p>Step 3: Once customer has successfully login AGRONetBIZ website, Click: Authorization</p> <p>Step 4: Choose transaction to approve by clicking the IB Reference Number of the transaction.</p> <p>Step 5: Once check the transaction details, Choose and Click: Approve or Reject</p> <p>Step 6: Please open AGROSecure (in Mobile Apps)</p> <p>Step 7: Click: Transaction Signing and Scan QR Code or Input Manually</p> <p>Step 8: AGROSecure will display Challenge Response Code.</p> <p>Step 9: Key in the number into Challenge Response Code box at the website.</p> <p>Step 10: Click: Confirm & Transaction Approved</p>
21	How much time do Single User/Approver have to approve a transaction?	<p>Customer is requiring to key in Challenge Respond Code within 80 seconds to approve or reject transaction.</p> <p>Without your approval, your transaction will not be processed, and the amount will not be deducted from your account.</p>
22	Can I still use AGROSecure when I am overseas?	Yes, you can use AGROSecure everywhere even when you are overseas.
23	Can I activate for AGROSecure on two different devices?	No, AGROSecure can only be tied to 1 device per ID (username)
24	What is the minimum device requirement to run AGROSecure ?	Our minimum requirement to download AGROSecure is Android OS V10.0 and iOS V12.0.
25	I just bought a new device. I have ACTIVATED AGROSecure before on my previous device. Will I have AGROSecure on both devices?	Once activated AGROSecure at new device, you are no longer able to use AGROSecure on the previous device.
26	How many ID (username) can be activated in ONE AGROSecure device?	Up to 10 IDs (usernames) can be activated through the ONE AGROSecure app.
27	How do I re-activate my ID (username) at AGROSecure if I've changed my current device?	Customer can always reactivate the ID (username) at AGROSecure in new device as per steps in answer no. 17.
28	I've been assigned with new ID (username), can I delete my previous ID (username) in AGROSecure ?	<p>Yes, customer can delete the previous ID (username) by follow steps below:</p> <p>Step 1. Tap and hold at your ID (username)</p> <p>Step 2. The 'Delete Confirmation' will pop out.</p> <p>Step 3. Click 'Yes' to delete the username.</p>
29	Why can't I register for AGROKey on multiple devices?	For security purposes, AGROKey must be tied to only ONE device per user ID. This is also to prevent fraudster from using your ID to register AGROKey on other devices.



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Cooling-Off Period		
30	What is <i>Cooling-Off Period</i> ?	<p>Cooling-Off Period is an additional safety measure whereby customer will be imposed with a 12-hour activation period to prevent unauthorised transaction approvals.</p> <p>This 12-hour activation period will take effect upon AGROSecure Activation for first time login.</p>
31	Can I still access AGRONetBIZ during Cooling-Off Period?	No, you are not allowed to access AGRONetBIZ during Cooling-Off Period.
Kill Switch		
32	What is Kill Switch ?	<p>Kill Switch is a self-service security feature that lets you protect your funds from online scams and enhances your online banking security.</p> <p><i>Note: You should ONLY use the Kill Switch if you suspect you've been scammed.</i></p>
33	What can I use the Kill Switch for?	If you suspect that you are a victim of scam, you will be able to use the Kill Switch feature to instantly protect your funds. This feature will block your internet banking access.
34	How do I activate the Kill Switch?	<p>You may follow below steps to activate Kill Switch:</p> <ol style="list-style-type: none"> 1. Login to http://www.agronet.com.my/rib 2. Go to "Profile Management" and Click "Kill Switch" 3. Click "Activate Kill Switch" 4. Click "Confirm"
35	I have activated my Kill Switch. What happens now?	Any transaction is not allowed once the Kill Switch is activated, your internet banking access will be blocked/suspended.
36	How will I know if my Kill Switch has been activated?	<p>If you try to login at AGRONetBIZ, you will be prompted error message as below:</p> <p><i>'Your Kill Switch has been activated. Please call Agrobank Contact Centre 1 300 88 2476 for assistance'.</i></p>
37	How do I unblock my account or deactivate Kill Switch?	You may call our Contact Centre at 1-300-88-2476 or 03-20790600 to unblock or deactivate Kill Switch.