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(English Translation)

Internet Banking is more convenient and secure, provided users take the necessary safety precautions

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Internet banking offers an easier and faster way to conduct banking transactions.

If you have a computer with internet access and have registered for internet banking services with your respective bank, you can conduct internet banking transactions anywhere in the world.

Internet banking allows a user to check account statements, account balances, make applications for new accounts via online means or request for a new credit card or loan facilities.

On top of that, you can also transfer funds from one account to another as well as to a third party, pay utility bills as well as credit card and hire purchase repayments and insurance premiums via the internet.

While internet banking offers great convenience to the user, one must take caution that internet banking could also offer some risks – risks which can easily be managed with continuous internet security checks by the banks themselves as well as via easy precautionary steps taken by the internet bank users themselves.

Banks themselves conduct regular stringent checks on their systems to ensure that they are secure. In addition, there are various tools such as anti-virus software, firewalls and automatic logouts to help online bank users conduct safe internet banking transactions.

There are also various systems to trace and fend off any attempted illegal intrusions i.e. hackers into secured internet banking sites.

Banks are very diligent in this matter to ensure their systems are secured against any possible internet security threats. The system is subjected to frequent stress tests every six months to evaluate the security levels of the pertinent systems.

As an internet banking user, it is important that you understand the terms and conditions regarding the responsibilities of the bank in question and its customers. The terms and conditions also cover unauthorized transactions and fraud matters.

It is just as important that you need to know the appropriate channels for making a complaint and how your complaint will be addressed by the bank authorities.

What is most important is that you as the internet banking user, plays a vital role in ensuring your online security is not compromised during internet banking transactions.

According to the Association of Banks in Malaysia (ABM), internet banking users should take the necessary precautions when conducting internet banking transactions.

This includes ensuring that the usernames and passwords or PIN numbers are not revealed to anyone. It is best if you can memorize these important details and avoid writing them down.

It is a good security practice to continuously change your password or PIN number and avoid the usage of simple passwords which can easily be guessed by an unauthorized third party such as date of births etc.

Another important step to take when accessing internet banking websites is to ensure that the webpage's URL you visit begins with "https".

The user should also enter the website concerned directly and not via another link which may not be secure.

Please install anti-virus software and necessary firewalls on your personal computer and also ensure that your internet browser is up to date and equipped with the latest security features.

It is also advisable not to download any files or software from any unknown websites or click on any web links sent to you by unidentified persons so as to maintain your system's security.

Opening of any such files could expose your system to computer viruses capable of stealing personal data such as passwords and PIN numbers.

If you receive any software or computer programs, do use the latest version of your anti-virus software to ensure that it is "clean" and not a repository of harmful computer viruses which can wreak havoc on your cyber security.

As always, please remember to log out of an internet banking website at the end of your transactions. As a further cautionary step, it is always a good thing to erase your transaction history upon the end of your visit to ensure all information about your account is deleted.

Another important internet security precaution is to never send personal information such as passwords, PIN numbers via normal email channels to third parties.

And lastly, always use your own personal computer and not a shared or public access computer to do your internet banking.

ENDS