

Update your personal details to enjoy better services with us.

Starting 11 November 2019, ASNB is implementing mandatory unit holder personal details update program at all ASNB Branches and Agents while myASNB users will be asked to do so via the portal.

For Akaun Remaja/Bijak, Registered Guardian need to provide MyKid/MyKad and original Birth Certificate of their minor unit holders.



FAQs

1. When the Mandatory Personal Details Update Programme for ASNB unit holders begins?

Starting 11 November 2019, every unit holder who performs ASNB transactions at either ASNB Branches or Agents will be required to update additional personal details before they can proceed with their transaction.

Registered Guardians are also required to update the personal details of minor unit holders aged below 18 years old registered under their name.

Alternatively, for myASNB's registered users, you can easily update your personal details through the portal, in which you will be asked to update as soon as you have successfully logged into your myASNB account.

This mandatory personal details update is only required once which is the first time a unit holder performs a transaction at the counter or log into myASNB portal starting 11 November 2019.

2. Why does ASNB need to implement this programme?

ASNB needs to implement this programme to ensure that we have unit holders' complete and updated personal information in our database as part of our efforts to provide better products and services to our unit holders.

It is also in line with the regulatory requirements for financial institutions to keep their customers' latest personal information to ensure that unit holders' personal data is protected at the highest level.

3. Why do I need to update my personal information?

Unit holders need to update their personal details to ensure that they can enjoy the current and future facilities offered by ASNB:

- myASNB portal

This online portal required unit holders to register their latest mobile phone number to enable them to register at the portal. The free facilities offered at myASNB portal include performing additional investments, automatic monthly investment through "Auto Labur" feature, and reviewing account statements and recent transaction history;

- Information on promotional activities

Unit holders will receive the latest information on products and services offered by ASNB, including new funds launched as well the latest services and promotions;

- Rules by the industry regulatory body

The industry regulator stipulates that unit holders need to provide their latest personal information so that their data and accounts are protected at all times;

- Warnings and alerts

ASNB can communicate with unit holders to ensure they are kept up-to-date on their investments, including the delivery of funds' Annual Reports which are now sent to unit holders via email.

4. What happens if I don't /refuse to update my personal details with ASNB?

As the requirement for unit holders to update their personal details is now made mandatory, failure to comply with the requirement means they will not be able to proceed with any transactions with ASNB.

Unit holders will also miss the opportunity to use online facilities offered for free at myASNB portal, receive the latest information on ASNB products and services, funds' Annual Reports and promotions offered to them.

5. Why does the update process take longer time than the usual transaction time?

This process may take some time, as our staff will need to fill in unit holders' additional and current details (if required) such as name, address, employment, phone number and email.

Unit holders' understanding and kind co-operation is highly appreciated so that the process will run smoothly.

6. Why do I have to present at the counter to perform this updating process, instead of doing it via online?

This updating process can be done at ASNB Branches or Agents to ensure the personal details of the unit holders are valid and accurate.

Unit holders' identification document (MyKad) and confirmation by the unit holders themselves about the information provided is essential before any data can be updated.

For myASNB's registered users, you can easily update your personal details via myASNB, in which you will be asked to update as soon as you have successfully logged into the portal.

ASNB always strives to ensure that our unit holders' personal data is protected at the highest level.

7. Where and how I can update my personal details?

Unit holders can visit any ASNB Branches or Agents and present their identity card in order to update their personal details.

For Akaun Bijak/Remaja, Registered Guardians need to provide MyKid/MyKad and the original birth certificate of their minor unit holders.

To find the nearest ASNB Branches or Agents, click:

http://www.asnb.com.my/asnbv2_6contact.php#pejabatasn.

For any enquiries on ASNB Unit Holders' Personal Details Update Programme, kindly contact ASNB Customer Service Centre at 03-7730 8899, or via our Amanah Saham Nasional Berhad Facebook or ASNBTweet.