

FAQ – SSM BizTrust

No	Questions	Answer
1	What is SSM BizTrust?	BizTrust is a standard that can be obtained by online business entities via SSM, which certifies that the entity has complied with the characteristics of the trust principle and criteria that has been established including business registration, online security and protection of information.
2	Who can apply SSM BizTrust?	Online Entity that is registered and in good standing with SSM and follows established business practices.
3	What online medium should the online business entity have?	Online business entity that offer services or simply to share information on the website and doing online transactions. (including social media)
4	How do I access the SSM BizTrust system?	SSM BizTrust can be accessed via <a href="http://www.ssm.com.my">www.ssm.com.my</a> and click the icon for "SSM BizTrust" under e-Services list or <a href="https://biztrust.ssm.com.my">https://biztrust.ssm.com.my</a>
5	What are the software and hardware required for using SSM BizTrust Services?	<p>(a) The Hardware Requirements as below:</p> <ul style="list-style-type: none"> <li>• Intel iCore 3 &amp; above processor</li> <li>• 2 GB of memory and above</li> <li>• 1Mbps Min Internet Line</li> <li>• Printer (Black or Color)</li> <li>• Scanner</li> </ul> <p>(b) The Software Requirements as below:</p> <ul style="list-style-type: none"> <li>• Microsoft Windows 7 or above</li> <li>• Web Browser</li> <li>• Chrome version 32 or higher</li> <li>• Firefox version 27 or higher</li> <li>• Internet Explorer version 8 , 9 or 11</li> <li>• Adobe Reader 9.0 an above</li> </ul>
6	Is the SSM BizTrust services available at all time?	The service is available 7 days a week and 24 hours a day. However the approval for each application will be subjected to audit assessment.
7	What are the operating hours for the service?	SSM BizTrust Portal will be available : <p>(a) 24 hours and 7 days a week</p> <p>(b) Processing of applications will be done only during office hours (8.15am-5.15pm) and shall follows Federal's working days.</p> <p>(c) The approval for each application will be subjected to audit assessment.</p>
8	How many email can be used for a SSM BizTrust account?	Only one email address can be used for one SSM BizTrust account.
9	How many company can be registered under one account?	Only one company can be registered under one account.
10	How do I verify as a user in order to start using the SSM BizTrust system?	<p>Upon submission of registration, a notification will be sent via email. You also will received 2 emails:</p> <p>(a) Temporary password</p> <p>(b) Verification code</p> <p>The following steps are required:            Step 1: Insert email address &amp; temporary password to log in            Step 2: Verify your account.</p>

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11	What are the level of accreditation and fee for SSM Biz Trust?	<b>Level</b>	<b>SSM BizTrust Principles</b>	<b>Fee</b>
		Level 1	Registration	RM 200
		Level 2	Registration (Level 1) + Security <u>or</u> Privacy	RM 1,500
		Level 3	Registration (Level 1) + Security <u>and</u> Privacy	RM 2,500
*nor including 6% GST				
12	What are the SSM BizTrust Principles?	<b>Registration Principle</b>	<b>Online Trust Principles</b>	
			<b>Security Pillar</b>	<b>Privacy Pillar</b>
		The Entity is registered and in good standing with SSM and follows established business practices in line with the SSM BizTrust Registraton Principle Criteria	The Entity has put in place safeguards to protect the security of the system (both physical and logical) in line with the SSM BizTrust Security Pillar Criteria	Personal information is collected, used, retained, disclosed and disposed of in conformity with the commitments in the Entity’s Privacy Notice in line with the SSM BizTrust Privacy Pillar Criteria
13	How to use the SSM BizTrust?	The BizTrust seal will be provided to the applicant through SSM BizTrust Portal. The seal will have to be placed onto the applicant’s website. Visitors of the website will then have to click on the seal, which will guide them to BizTrust landing page to show proof of validation.		
14	How to be eligible for BizTrust?	For an entity to be eligible, an <u>assessment</u> will be conducted to ensure that the entity has complied with the characteristics of the BizTrust trust principle and criteria that has been established including business registration, online security and protection of information.		
15	How to place the seal if you are using social media medium i.e Facebook/ Instagram?	Applicant can put sentence and SSM BizTrust link on your page:  Eg. ABC Enterprise has been registered with SSM BizTrust. Kindly click the link <a href="https://biztrust.ssm.com.my">https://biztrust.ssm.com.my</a> to check.		
16	How do I check my application status?	Applicant will be notify via email and log on to SSM BizTrust system and click the “APPLY FOR BIZTRUST” .		
17	What are the requirements to upload a supporting document?	The accepted document format would be PDF, JPEG, JPG, PNG only and maximum size is 5MB		
18	How to Control the placement of BizTrust Seal on revoked sites?	The successful applicant will have the privilege to place the BizTrust Seal on their website with a unique digital or public key certificate used only for them. When consumers click on that BizTrust Seal, the user will seamlessly be brought to the BizTrust verification page or component of BizTrust Management System		

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		<p>('BTMS') to confirm the authenticity. If some other site tries to "spoof" the seal it will not work.</p> <p>Even if a BizTrust site was originally committing themselves to the published BizTrust Principles and Criteria and subsequently goes against those Principles and Criteria but still keep the seal on their site, when consumers click on the seal it will show that their participation in BizTrust has Expired or been Revoked, once SSM revoked the seal.</p> <p>Just as in the physical world, an entity could register with SSM for one purpose and end up doing something completely different. That entity in the physical and online worlds still carry, or purport to carry, elements of SSM. There are numerous complaint, investigation, disciplinary and punitive measures available to consumers and to SSM.</p>
19	Are there clear Terms & Conditions ('T&C') regarding revocation for misconduct at the discretion of SSM?	<p>BizTrust is a privilege, not a right. It has been modelled based on the recognized industry standards and global best practices.</p> <p>The revocation of BizTrust by SSM for misconduct as solely defined by SSM is the right of SSM as the owner and operator of BizTrust.</p>
20	Can BizTrust logo be displayed on a URL site NOT owned or controlled by legal entities registered with SSM?	<p>The Registration Principle and Criteria are Mandatory to all three levels of BizTrust Products and required the BizTrust entities to be registered with SSM.</p> <p>A mechanism using combination of Digital Certificate and Public Key Infrastructure (PKI) will ensure that any tempering with BizTrust seal will result in an invalid authentication, thus, allowing consumers to identify whether a site is the rightful registered site with BizTrust or not</p>
21	What are the payment methods available for SSM BizTrust Services?	<p>The Payment methods are as follows:</p> <ul style="list-style-type: none"> <li>(a) Credit Card (Visa and Mastercard)</li> <li>(b) Debit Card (Visa and Mastercard)</li> <li>(c) Online Banking</li> </ul>
22	Are all types of credit cards acceptable for SSM BizTrust Services?	SSM BizTrust services only accept major local and foreign issued credit card via Mastercard or Visa.
23	How to confirm that the payment made is successful?	Receipt or Tax Invoice will appear on the payment notification screen; you can print the receipt and keep for your reference. Email will be sent to you to notify that your payment is successful
24	Where can I reprint my receipt?	To reprint the receipt, you can log on to the SSM BizTrust system and click "APPLY FOR BIZTRUST" and click at "TAX INVOICE" icon.
25	What is the function of Credit Note?	Credit Note is a statement of proof for the cancelation of your transactions.
26	How to apply for refund?	Click "Refund" at home page of SSM BizTrust portal.

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27	How long does it take to refund?	It takes approximately 30 working days after we receive your refund application.						
28	Who should I contact if I encounter any problem regarding SSM BizTrust Services?	<p>If you encounter any problem or have enquiry regarding SSM SSM BizTrust Services, please contact –</p> <p>(a) SSM Contact Centre at 03-7721 4000;            (b) You may also fax your enquiry to 03-7721 4001; or            (c) email to <a href="mailto:enquiry@ssm.com.my">enquiry@ssm.com.my</a></p> <p>Contact Centre operating hours:</p> <table border="1" data-bbox="619 533 1142 638"> <thead> <tr> <th data-bbox="619 533 874 566">DAY</th> <th data-bbox="882 533 1142 566">TIME</th> </tr> </thead> <tbody> <tr> <td data-bbox="619 566 874 607">Monday-Sunday</td> <td data-bbox="882 566 1142 607">8.00 a.m-5.30 p.m.</td> </tr> <tr> <td data-bbox="619 607 874 638">Public Holiday</td> <td data-bbox="882 607 1142 638">Close</td> </tr> </tbody> </table>	DAY	TIME	Monday-Sunday	8.00 a.m-5.30 p.m.	Public Holiday	Close
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