



Creating Your Experian Account

Transforming
lives
with **data**



Consumer Portal Sign Up Process User Guide

Step 1:- Create Your Account

Step 2:- Product Purchase

Step 3:- Identity Verification

Step 4:- Portal Login

Consumer Support Channel



Step 1:- Create Your Account



MYCREDITINFO

Login

Login ID

Your new I/C number with dash "-"

Format : 000000-00-0000 (MyKad No.)
LH000000 (Passport No)

Password

[Forgot Password?](#)

Login

By logging in to this website, you have agreed to the stated [Privacy Statement](#) which will govern the processing of your personal data we may collect from you.

Don't have an account yet?

Sign up for an account today.

Sign up

Click on the '**Sign Up**' button to begin the sign-up process when you visit our Experian consumer portal at www.mycreditinfo.com.my.



Step 1.1:- Create Your Account

Step 1
Create Your Account

Step 2
Purchase

Step 3
Verify Your Identity

Malaysian

Sign up

Your personal details

Identity Document *

Nationality *

Full Name (As in I/C) *

New I/C No. *

Mobile Number *

Email Address
Require a valid email *

0m 27s

OTP Code *

☒ I'm not a robot



Foreigner

Sign up

Your personal details

Identity Document *

Nationality *

Full Name (As in Passport) *

Passport No. *
Credit report content is constantly changing and depends on information collected by BNM based on your passport number *

Mobile Number *

Email Address
Require a valid email *

OTP Code *

☐ I'm not a robot



Note:-

- 1) Asterisks mark (*) is mandatory field.
- 2) User to ensure the appropriate Identity document according to nationality.
- 3) Only Malaysia (+60) & Singapore (+65) mobile number are accepted at the moment.
- 4) Ensure email address is active to request & receive OTP
- 5) To accept captcha (Im not a robot) to proceed

Valid New I/C No. Example:
800101-14-1234

Step 1.2:- Create Your Account

Step 1
Create Your Account

Step 2
Purchase

Step 3
Verify Your Identity

Sign up

Malaysian

NOTE:

Please read and follow steps below before proceed. Any incorrect or incomplete details will delay the report delivery process.

Your personal details

Identity Document *

Nationality *

Full Name (As in I/C) *

New I/C No. *

Mobile Number *

Email Address
Require a valid email *

Your password

Create a Password *

Medium

ⓘ Password must have minimum 8 characters long and contain characters from 3 of the following categories:

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Numeric characters (0 through 9)
- Non-alphabetic characters (ie, !, @, #, \$)

Confirm Your Password *

☒ By signing up, I agree to the [Terms of Use](#)

ⓘ Please DO NOT disclose or share your password to anyone.

SIGN UP

Sign up

Foreigner

NOTE:

Please read and follow steps below before proceed. Any incorrect or incomplete details will delay the report delivery process.

Your personal details

Identity Document *

Nationality *

Full Name (As in Passport) *

Passport No. *

Mobile Number *

Email Address
Require a valid email *

Your password

Create a Password *

ⓘ Password must have minimum 8 characters long and contain characters from 3 of the following categories:

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Numeric characters (0 through 9)
- Non-alphabetic characters (ie, !, @, #, \$)

Confirm Your Password *

☐ By signing up, I agree to the [Terms of Use](#)

ⓘ Please DO NOT disclose or share your password to anyone.

SIGN UP

Note 1

Password must have minimum 8 characters long and contain characters from 3 of the following categories:

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Numeric characters (0 through 9)
- Non-alphabetic characters (ie, !, @, #, \$)

Note 2

User have to tick after read & agree to the "Terms of Use" in accordance to Experian company policy to continue the signup process. Then, click "Sign Up" to continue.

Step 2:- Product Purchase

Step 1
Create Your Account

Step 2
Purchase

Step 3
Verify Your Identity

Purchase

Personal Credit Report Basic

Our Personal Credit Report Basic consists of the below:

- Personal Information
- Share Holding
- Legal Action
- Bankruptcy Action
- Trade Bureau
- Enquiries Made on You

[View Sample](#)

FREE

Personal Credit Report Plus

Experian i-SCORE

- One Time Report
- Consent Required
- Comprehensive Data records from various sources

RM 23.90

[Product Details](#) [View Sample](#)

Buy Now

MyBiz

Company Info Search

- One Time Report
- Consent Not Required
- Comprehensive View of Your Vendor/Business Partner/Potential Employer

RM 39.90

[Product Details](#) [View Sample](#)

Search Now

TrackMyID

Monitor the Dark Web

Core Identity Protection

- Yearly Subscription
- Consent Required
- Alert by SMS/ Email
- Monitor & Safeguard Your Identity

RM 49.90

[Product Details](#) [View Sample](#)

[How does it work?](#)

Buy Now

3 Months JagaMyID

Protect Your Credit Health

Most Complete Coverage

- 3 Months Subscription
- Consent Required
- Experian i-SCORE history
- Include 1x PCRP + TrackMyID

RM 29.90

[Product Details](#) [View Sample](#)

Buy Now

12 Months JagaMyID

Protect Your Credit Health

Most Complete Coverage

- Yearly Subscription
- Consent Required
- Experian i-SCORE history
- Include 4x PCRP + TrackMyID

RM 79.90

[Product Details](#) [View Sample](#)

Buy Now

Note:-

Select your preferred products (report/services) & Click on “Buy Now”

User will be required to go through e-KYC for identity verification before accessing to the services subscribed/report purchased (All products (Except MyBiz report purchase)).

Step 2.1:- Product Purchase



MYCREDITINFO

- Home
- Profile
- Upload Document
- One Time Search Report
- Subscription Monitoring Tool
- Billing & Report History
- Contact Us
- Log Out

Cart Checkout

Enter Promo Code here

Payment Method

☐ Credit Card ☐ Debit Card ☐ Online Banking

Description	Total
PCRP Personal Credit Report PLUS	RM22.13
MyBiz Experian Information Services (Malaysia) Sdn. Bhd.	RM36.94
TrackMyID (1 Year)	RM46.20
JagaMyID (12 Months)	RM73.98
Total Before 8% Service Tax	179.25
8% Service Tax	14.35
Total After 8% Service Tax	RM193.60

I wish to receive TrackMyID alerts via

☒ Email ☐ SMS

☐ I agree to and accept the TrackMyID Special Terms of Use

Key In & Apply the promo code (if available) to enjoy any available offers

Select your payment method

All initial prices shown are before SST

Important Note:-

- Select the Option to receive darkweb monitoring alert (TrackMyID/JagaMyID)
- Read, Agree & Accept the "Special Term of Use" to proceed for TrackMyID/JagaMyID subscription.

Checkout to proceed



Step 2.2:- Product Purchase



MYCREDITINFO

Home

Profile

Upload Document

One Time Search Report

Subscription Monitoring Tool

Billing & Report History

Contact Us

Log Out

Payment

Please note that you will be redirected to iPay88 secure payment page to proceed with payment. iPay88 is an Online Payment Switching Gateway provided by iPay88 (M) Sdn Bhd (formerly known as Mobile88.com Sdn Bhd)



Proceed With Payment

Note:-

Proceed with payment by your selected channel.

Once done, you will be required verify your identity and to retrieve the report (Except MyBiz)

Copyright © 2024 My Credit Info by Experian Information Services (Malaysia) Sdn. Bhd. All Rights Reserved.
Summary of Rights | Terms of Use | Privacy Statement

Contact Us



Step 3:- Identity Verification

Step 1
Create Your Account

Step 2
Purchase

Step 3
Verify Your Identity

Identity Verification Required Before Accessing Your Credit Report

Verifying your identity is a crucial measure we take to protect your personal information and the integrity of the report you've purchased.

1



Prepare Your Phone

Look out for an email with the subject (Complete Your Identification...) in your email application

2



Grab Your Identity Card

Have your Identity Card readily available

3



Capture a Selfie

You will be asked to take a quick selfie to match your identity Card

Note:-

- Ensure you have your mobile on hand.
- Ensure to allow your phone camera access, otherwise it may fail the verification process
- Ensure you have your identity document (NRIC) on hand
- Click On “Next” to begin your identity verification process.

Next

Step 3.1:- Identity Verification

Step 1
Create Your Account

Step 2
Purchase

Step 3
Verify Your Identity

Identity Verification Required Before Accessing Your Credit Report

Verifying your identity is a crucial measure we take to protect your personal information and the integrity of the report you've purchased.

1

2

3

Please ensure the following:

- You have your phone/desktop browser and original IC on hand
- Once the URL is received via email, for the best experience please use **Chrome browser for Android** (Samsung/Vivo/Oppo etc) and **Safari for iOS**
- Once you receive the link, please complete it **within 10 minutes** otherwise it will expire

Cancel

Proceed

Next

Note:-

- Click On “**Proceed**” to trigger an eKYC email link to your registered email address.
- Click on the url link contain in the email sent by Experian Malaysia for your identity verification.
- Foreigner without NRIC will likely need to reachout to our consumer support for manual verification.

Step 4:- Portal Login



MYCREDITINFO

Login

Login ID

Your new I/C number with dash "-"

Format : 000000-00-0000 (MyKad No.)
LH000000 (Passport No)

Password

[Forgot Password?](#)

Login

By logging in to this website, you have agreed to the stated [Privacy Statement](#) which will govern the processing of your personal data we may collect from you.

Don't have an account yet?

Sign up for an account today.

Sign up

Note:-

- After identity verification, You will be redirected to login page
- Fill in your NRIC in format of "XXXXXX-XX-XX" into "Login ID" and your user password
- Then, Click on "Login"



Step 4.1:- Portal Login

- Home
- Profile
- One Time Search Report
- Subscription Monitoring Tool
- Billing & Report History
- Contact Us
- Log Out

Home

Your Name welcome to MyCreditinfo Online!
Last Login: November 20, 2024 at 02:40 PM

Your subscription for JagaMyID expires on: 03 Aug 2025

Your subscription for TrackMyID expires on: 03 Aug 2025

- ID verified
- Mobile Number Verified [UPDATE](#)
- You have (1) TrackMyID Alerts. [VIEW](#)

Note:
This is the Homepage view for user easy navigation.

Click On "Billing & Report History" to view all your past purchases

Personal Credit Report Plus **RM 23.90**

Experian I-SCORE

- One Time Report
- Consent Required
- Comprehensive Data records from various sources

[Product Details](#) [View Sample](#)

[Buy Now](#) [View Previous Report](#)

JagaMyID **RM 79.90**

Protect Your Credit Health

Most Complete Coverage

- Yearly Subscription
- Consent Required
- Experian i-SCORE history
- Include 4x PCRP + TrackMyID

[Product Details](#) [View Sample](#)

[Buy Now](#) [View Dashboard](#)

TrackMyID **RM 49.90**

Monitor the Dark Web

Core Identity Protection

- Yearly Subscription
- Consent Required
- Alert by SMS/ Email
- Monitor & Safeguard Your Identity

[Product Details](#) [View Sample](#)

[Buy Now](#) [View Dashboard](#)

MyBiz **RM 39.90**

Company Info Search

- One Time Report
- Consent Not Required
- Comprehensive View of Your Vendor/Business Partner/Potential Employer

[Product Details](#) [View Sample](#)

[Buy Now](#)

Note:
You are able to buy new report and view all your dashboard/ last purchase report here too.

Consumer Support Channel

Call Us at

- +603-2615 1100

Email Us at

- consumer-my@experian.com

Our Experian Malaysia Consumer Portal

- <https://www.mycreditinfo.com.my>

Our Experian Malaysia Website

- <https://www.experian.com.my/>

Our Office Operating Hour

- Monday to Friday, 8.30am to 5.30pm (Except National & Wilayah Public Holiday)

Notes:-

These are the communication channels available if any enquiry/assistance needed from all our consumer users.