

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**



### 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.

### **MYCREDITINFO**

Don't have an account yet?

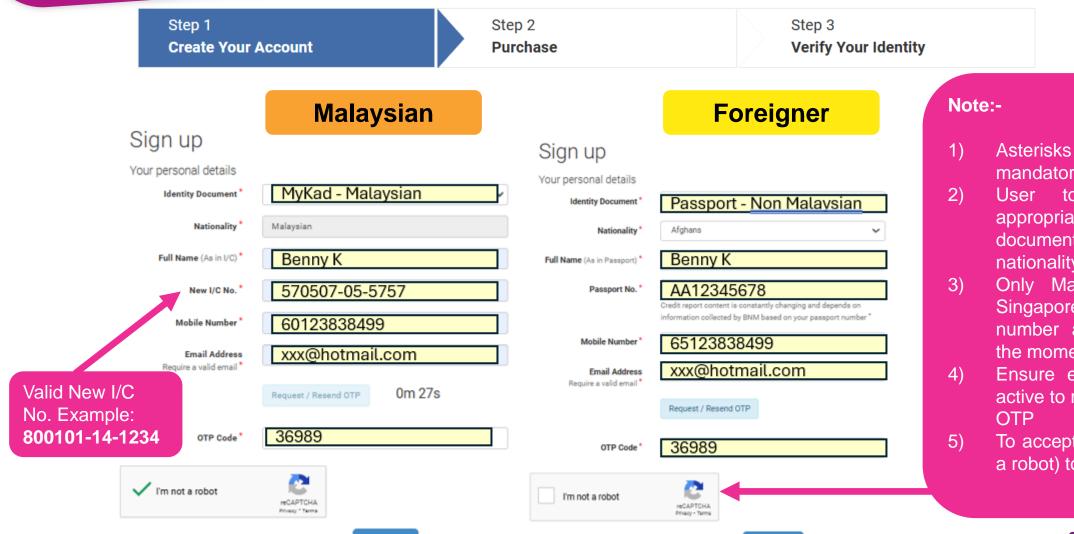
Sign up for an account today.



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**

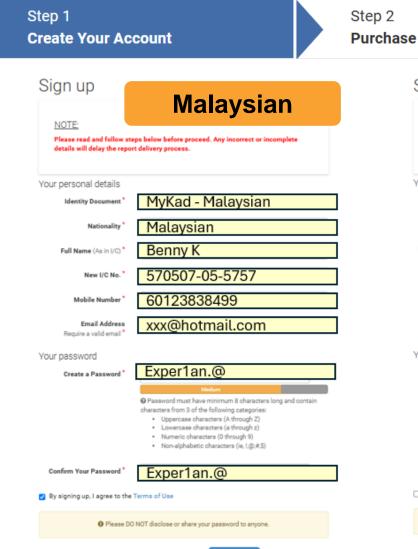


Proceed

- Asterisks mark (\*) is mandatory field.
- 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



## **Step 1.2:- Create Your Account**





Step 3

#### 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



Track

**Core Identity Protection** Yearly Subscription

. Monitor & Safeguard Your Identity

Product Details View Sample

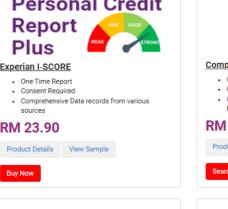
 Consent Required Alert by SMS/ Email

RM 49.90

How does it works?

Buy Now











#### Note:-

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

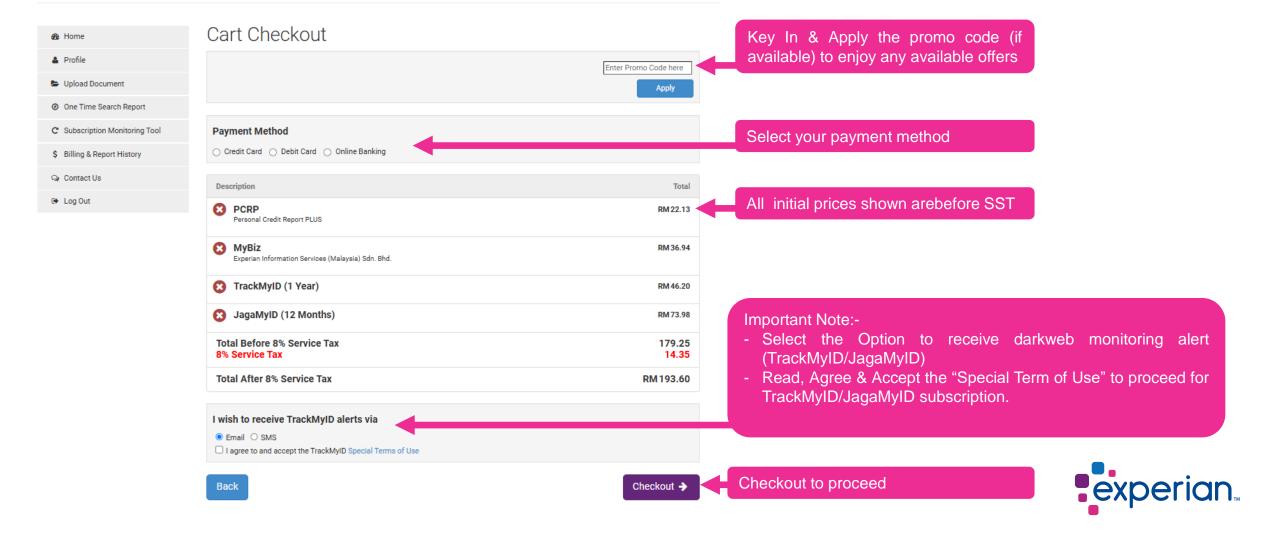
User will be required to go through eidentity verification before the services accessing subscribed/report (All purchased products (Except MyBiz report purchase).



# **Step 2.1:- Product Purchase**



#### **MYCREDITINFO**



## **Step 2.2:- Product Purchase**



### **MYCREDITINFO**

Home
Profile
Upload Document
One Time Search Report
Subscription Monitoring Tool
Slilling & 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.





#### **Prepare Your Phone**

Look out for an email with the subject (Complete Your Identitfication...) in your email application 2



#### **Grab Your Identity Card**

Have your Identity Card readily available





#### Capture a Selfie

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

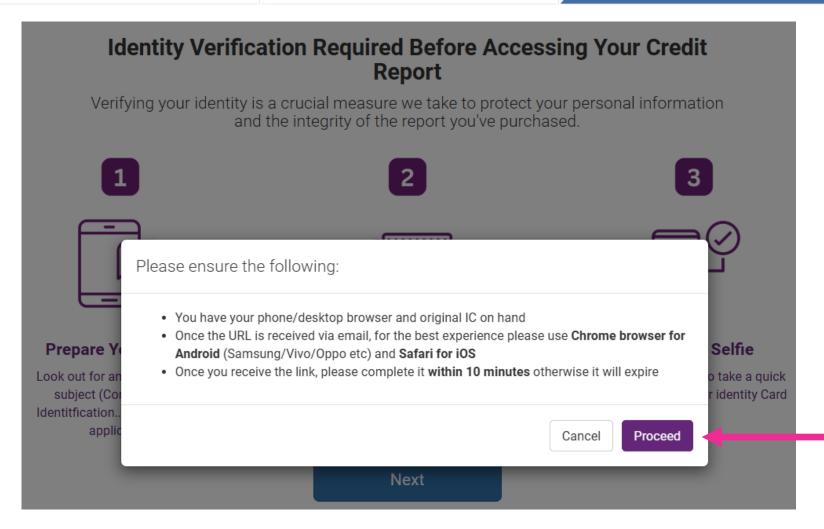
#### Note:-

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



# **Step 3.1:- Identity Verification**

Step 1 Step 2 Step 3
Create Your Account Purchase Verify Your Identity



#### Note:-

- Click On "Proceed" to trigger an eKYC email link to your registed 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 Your new I/C number with dash "-" Login ID 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.

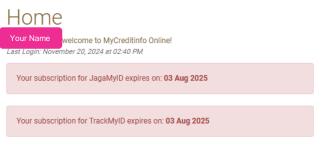
Sign up

#### 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**







12 mth

RM 79.90

Most Complete

Coverage

Yearly Subscription

Consent Required
 Experian i-SCORE

Include 4x PCRP +

View Dashboard

TrackMyID

history

3 mth



Monitor the Dark Web

Product Details View Sample

RM 49.90

Core Identity

Protection

Yearly Subscription

Alert by SMS/ Email

Monitor & Safeguard

View Dashboard

· Consent Required

Your Identity



Product Details View Sample

#### Note:

This is the Homepage view for user easy navigation.

#### 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.

