

**FREQUENTLY ASKED QUESTIONS (FAQ)
FOR MCMC DIRECTIVE ON BLOCKING OF URL IN SMS
FOR ALL TELCOS OPERATORS**

NO.	QUESTION	ANSWER
BLOCKING OF URL IN SMS		
1.	Why can't I send or receive SMS containing URL?	<ul style="list-style-type: none"> Effective 2 May 2023, the Malaysia Communication and Multimedia Commission (MCMC) has issued a directive to all Telcos that the sending and receiving of all short messaging service (SMS) containing URL link, personal details and phone numbers will be blocked. This directive applies to both local and international Person-to-Person (P2P) and Application-to-Person (A2P) SMS. This is part of the Government's initiative to prevent users from potential online scam activities.
2.	When will the SMS blocking (with URL, personal details and others) be put in place?	<ul style="list-style-type: none"> We are rolling this out in phases and it will be fully completed by 31st August 2024. Effective 1st September 2024, all SMS (P2P, A2P, and those from short codes) containing prohibited content like URL links, personal details, and phone numbers will be blocked. This is to ensure your security and privacy.
3.	Will I be charged for the blocked SMS?	<ul style="list-style-type: none"> Don't worry, you will not be charged if the SMS is blocked.
4.	Can I request to unblock all SMS messages to my phone number?	<ul style="list-style-type: none"> We are sorry but currently there is no option for you to unblock the SMS. This is to prevent our customers from online scams.
5.	Can this SMS blocking initiative stop the potential scam activities?	<ul style="list-style-type: none"> The blocking of the SMS with URL, personal details, phone number and others may not guarantee to completely prevent all online scams, but it is hoped that this initiative will be able to greatly reduce the numbers of the potential scams. However, all customers are highly advised to be extra cautious and take necessary additional security measures, such as avoiding to click on suspicious links, do not share personal information with unauthorized parties or only log in to your online banking account from the official website or mobile app directly.

<p>6.</p>	<p>How can I share the important SMS to my family and friends if the SMS is being blocked?</p>	<ul style="list-style-type: none"> • You can still share the URL link and personal details with your family and friends via other alternatives, i.e. phone calls or other messaging platform. • All customers are highly advised to be extra cautious and take necessary additional security measures, such as avoiding to click on suspicious links, do not share personal information with unauthorized parties or only log in to your online banking account from the official website or mobile app directly. • Customers are also advised not to share the One-Time-Password or Pin (OTP) number with anyone.
<p>7.</p>	<p>Does the blocking of SMS apply to me when I am abroad or while roaming?</p>	<ul style="list-style-type: none"> • Yes, the blocking of SMS with URL link, personal details, phone numbers and others will take effect even when you are abroad or roaming.
<p>8.</p>	<p>Who should I contact if I need further assistance or have any questions?</p>	<ul style="list-style-type: none"> • If you need any help or have questions, feel free to reach out to our Care Crew.