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EMPLOYERS CIRCULAR NO. 9/2009

POLICY ON NON-DISCLOSURE OF INFORMATION OVER THE TELEPHONE

1.0 PURPOSE

- 1.1 The purpose of this Circular is to inform employers of PSMB's policy of not disclosing employers' user-id and password over the telephone.

2.0 POLICY ON NON-DISCLOSURE

- 2.1 There have been numerous telephone calls from employers requesting for user-id and password that allows accessibility to PSMB Portal. As the calls could not be verified, such requests were not entertained.
- 2.2 PSMB would like to reiterate that it has never been a practice to disclose such information over the telephone, as PSMB is wary of training providers or any individuals impersonating as employers. This is to safeguard employers' interest and to avoid abuses.
- 2.3 The user-id and password has already been delivered to employers via mail. Employers should exercise responsibility in safeguarding the information. However, in circumstances where the user-id and password have been misplaced, employers can request for a replacement using company's letterhead. Such request must also be made by a senior officer of the company. Likewise, the new user-id and password would also be delivered via mail.

3.0 CONCLUSION

- 3.1 Employers can perform multiple transactions online using user-id and password. It is utmost important for employers to protect this information for safekeeping. PSMB's policy of not disclosing sensitive information over the telephone is also to avoid the falling of information into the wrong hands.

Thank you.

“PEKERJA TERLATIH MENJANA KECEMERLANGAN”
“Kerana Mu Malaysia Maju”

Yours sincerely,

(AMIRNUDDIN BIN MAZLAN)
Deputy Chief Executive (Management)
for Chief Executive
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