



# **KitaPrihatin**

Kerangka Inisiatif Tambahan Pakej Rangsangan Ekonomi Prihatin Rakyat

## **FREQUENTLY ASKED QUESTIONS ON BANTUAN PRIHATIN NASIONAL 2.0 (BPN 2.0)**

### **A. INTRODUCTION BPN 2.0**

#### **1. What is BPN 2.0?**

BPN 2.0 is one of the additional assistance provided by the Government to the B40 and M40 groups (see Q5 for income applicable range) to ease the burden of the people due to the effects of the COVID-19 pandemic.

The award of BPN 2.0 is based on the BPN 2020 database (B40 and M40) which includes 10.6 million approved recipients.

#### **2. Who is eligible to receive BPN 2.0?**

BPN 2.0 recipients who have received the last payment of BPN 2020 before.

#### **3. Do I need to apply for BPN 2.0?**

You do not need to apply for BPN 2.0 if you have received the last payment of BPN 2020 before.

#### **4. Can a new application be made if it is not listed as a BPN 2.0 recipient?**

BPN 2.0 new applications can be made from 15 October 2020.

## B. BPN PAYMENT 2.0

### 5. How much BPN 2.0 payment will be received?

The amount of payment to be received is as follows:

Category		Income	Payment Phase		Amount
			First Phase Payment	Second Phase Payment	
Household	B40	RM4,000 and below	RM700	RM300	RM1,000
	M40	RM4,001- RM8,000	RM400	RM200	RM600
Single	B40	RM2,000 and below	RM350	RM150	RM500
	M40	RM2,001- RM4,000	RM200	RM100	RM300
Payments Will Be Made:					
			Late October 2020	January 2021	

### 6. When will the BPN 2.0 payment be made?

BPN 2.0 payments are as follows:

- i. Phase One - end of October 2020
- ii. Second Phase - January 2021

### 7. How is this BPN 2.0 payment to be implemented?

The method of payment for BPN 2.0 is similar to the BPN 2020 payment method

No	Details	Payment method
i.	Have a bank account:	
	• Credit successful	To be credited to a bank account registered in the BPN database
	• Credit failure (inactive account and closed account)	Cash Claim at BSN Branch
ii.	No bank account	Cash Claim at BSN Branch

### 8. What is the method for BPN 2.0 payment for rural recipients in Sabah and Sarawak?

Payments for recipients of rural areas in Sabah and Sarawak who do not have a bank account will start in January 2021 in full by delivery through Perbendaharaan Malaysia Sabah and Perbendaharaan Malaysia Sarawak.

**9. Can I update personal information such as an inactive bank account?**

Updating bank account information is not allowed because the BPN 2.0 payment method is the same as the last BPN 2020 payment method (Refer to Answer for Question 7).

**10. If payment is made to an inactive or incorrect bank account, what should I do?**

Claims can be made in cash at the BSN Branch once the serial number exists on the review display. Check can be made on the official BPN portal, <https://bpn.hasil.gov.my>. BPN2.0 recipients need to ensure that the bank account data is accurate to ensure that payments can be channelled to the correct account.

**C. STATUS VERIFICATION**

**11. When can BPN 2.0 application status be viewed?**

Recipients who are eligible to receive BPN 2.0 can check their status of application from 15 October 2020 on the BPN Official Portal at <https://bpn.hasil.gov.my>.

**12. What should I do if I have forgotten the password when logging for BPN portal and failed to answer the security questions asked?**

Applicants will have to wait 10 minutes before retrying to answer the security questions and if they failed to do so, they are advised to contact LHDNM Hasil Care Line (HCL) at 03- 89111000 (to reset account and security question) or contact the nearest PKH / UTC LHDNM branch for assistance.

**D. OTHER RELATED MATTERS**

**13. Based on the verification, I have passed as a M40 recipient during BPN 2020. Can I appeal to receive payment as a B40 recipient for BPN 2.0?**

The eligibility category for BPN 2.0 is based on BPN 2020's final approval.

**14. I am the recipient of BPN 2020 under the single category and have been married. Am I eligible to receive the BPN 2.0 under the household category?**

You can submit a new application / appeal starting 15 October 2020 under the Household category if it meets the eligibility requirements.

**15. I was a spouse of the previous BPN 2020 recipient under the Household category and now I am divorced. Am I eligible to receive BPN 2.0 under the single parent category?**

You can submit a new application / appeal from 15 October 2020 under the single parent category.

**16. I am single and will turn 21 years old in 2021. Am I eligible to apply if I am not 21 years old during the application period?**

Eligible recipients are those born in the year 1999 and below.

**17. I have received BPN 2020 payment before and would like to reject BPN 2.0. How to return the BPN 2.0 payment received ?**

Below is the list of actions to be taken:

- i. You are advised to submit a letter to the Ministry of Finance Malaysia stating your full name, MyKad number and reason for repayment;
- ii. Attach a bank draft / check in the name of the Accountant General of Malaysia (according to the return amount); and
- iii. Letters and bank drafts / checks must be submitted to the Ministry of Finance Malaysia at the following address:

**National Budget Office  
Ministry of Finance  
Malaysia  
Precinct 2, 62592  
Putrajaya.**

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