



Brunei Darussalam  
Financial Inclusion Supply-Side Survey  
Frequently Asked Questions (FAQs)

Data Requirements

No.	Question	Answer
<b>Identification</b>		
1	We have foreign nationals holding foreign identification cards (IC) with Brunei residential addresses, but foreign IC is not listed in the list of acceptable ID types. How should we categorise this?	Foreign nationals that have valid immigration passes with the intention to stay in Brunei Darussalam for more than 3 months should have their Green Smart Card Identity. It is important to note that the <b>Brunei Government's issued</b> Smart Card ID should be the primary identifier for this data submission; otherwise, a Passport.
2	Are we required to report account holders or policyholders residing in Brunei Darussalam <b>but did not hold the Brunei Government's issued IC?</b>	Yes. All active individual account holders or policyholders residing in Brunei Darussalam should be included in this data submission exercise. In the event they have not received their Green Smart Card ID, a passport will be the substitute as the form of identity.
3	Are we required to report account holders or policyholders residing outside Brunei Darussalam?	No.
4	We notice that there are only 4 types of ID accepted for this data submission exercise. How do we categorise diplomats stationed in Brunei Darussalam?	For the case of diplomats, your institution may exclude them from this data submission exercise.
5	We have foreign nationals holding foreign IC with foreign residential addresses. How should we categorise this?	This group should be excluded from this data submission exercise.
6	We have a few account holders or policyholders with 2 ID types e.g. Green Smart Card Identity and Passport. We would like to know which one should be reported?	<b>It is recommended to use the Brunei Government's issued Smart Card ID as the primary identifier to avoid double counting.</b> Passport will be the secondary option.
<b>Address</b>		
7	We have a few account holders or policyholders without postal codes. How should we report this?	It is highly encouraged for your institution to be in touch with the respective account holders or policyholders to update their personal details. In the meantime, you may refer to the list of postal codes provided by the <a href="#">Brunei Postal Services Department</a> as a reference.
<b>Accounts</b>		
8	We have to submit the data as of 30 June of the requested year. We would like to seek confirmation if the period to be covered is from 1 January to 30 June of the requested year?	Your institution is to report all active individual accounts as of 30 June of the requested year.
<b>Products</b>		



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9	How should we categorise the product in accordance with the Product code stated in Page 7?	To find out how your products are categorised, please refer to the <a href="#">BAB website</a> for Deposit Accounts and the <a href="#">BITA website</a> for General Insurance/Takaful products and Life Insurance/Family Takaful products.
10	We noticed that motor insurance/takaful-related products are not listed. How should we categorise this?	At this time, reporting excludes motor insurance/takaful-related products.
11	How should we fill in the data template if the subject has subscribed to multiple products?	Each product should be reported in multiple row entries.

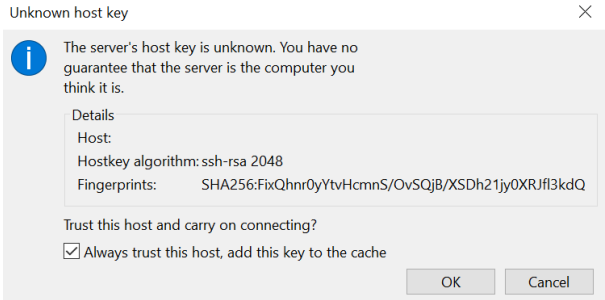
User Access Request Form

No.	Question	Answer
1	We have filled in the data template in accordance with the data reporting requirements. How should we submit the data?	Your institution should submit the data through BDCB SFTP Platform. It is important to note the platform can only be accessed by users authorised by the focal person(s) from your institution. If you wish to confirm the latest list of focal persons and authorised users, please email us at <a href="mailto:findev@bdcg.gov.bn">findev@bdcg.gov.bn</a> .
2	What is the difference between focal persons and authorised users to the FileZilla.	<p>The focal persons are the individuals nominated by your institution who will serve as the point of contact for general matters related to financial development, such as extending invitations to attend relevant meetings or discussions, cascading promotional materials/surveys and so on.</p> <p>Authorised users for BDCB SFTP Platform are individuals who are responsible for gathering and providing requested data as submitted by your focal person. Typically, these officers from the department within the organisation that manages data. This procedure ensures that appropriate security measures are implemented for data management and access to our platform.</p>
3	We would like to make changes to the list of authorised users. How should we go about this?	The focal persons from your institution should complete the <a href="#">BDCB User Access Request Form</a> . It is important to note that we only accept requests from the focal person.



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FileZilla Client

No.	Question	Answer
1	Where can we download FileZilla Client?	Your institution may download the software from <a href="#">here</a> . Please ensure to coordinate with your Technology department regarding the installation process.
2	We experiencing some issues connecting to the FTP platform. How can we resolve this?	Please ensure your work laptop/desktop is connected to the internet. Additionally, you need to whitelist this IP address: 202.160.5.198. If the connection issue persists, please coordinate directly with BDCB Technology Division at <a href="mailto:it@bdcdb.gov.bn">it@bdcdb.gov.bn</a> , and copy <a href="mailto:findev@bdcdb.gov.bn">findev@bdcdb.gov.bn</a> .
3	We follow all the steps to connect to the FTP platform but the issue persists. How can we resolve this?	We advise you to create a new FTP connection following the guidelines. If you see a pop-up window as shown below, please tick 'Always trust this host, add this key to the cache' and click 'OK'.  
4	We have managed to upload the file into the FTP platform. However, it becomes corrupted when downloaded. How can we resolve this?	It is mainly due to the connection issue with the FTP platform. Please coordinate directly with BDCB Technology Division at <a href="mailto:it@bdcdb.gov.bn">it@bdcdb.gov.bn</a> , and copy <a href="mailto:findev@bdcdb.gov.bn">findev@bdcdb.gov.bn</a> .

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