



## Brunei Darussalam Financial Sector Manpower Survey Frequently Asked Questions (FAQs)

### Data Requirements

No.	Question	Answer
1.	Does the Minimum Monthly Basic Salary include other monetary benefits?	No. It is important to note that this is in reference to the basic salary offered for that job position.
2.	How do we record the minimum work experience that is advertised as 2.5 years?	For simplicity, to round up the number of years required for the job. For example, 2.5 years being advertised should be recorded as a minimum of 3 years.
3.	Takaful Agent is included under Business Area but not Insurance Agent. How are we supposed to record the Insurance Agent in this survey?	Only information on salaried employees will be collected for the survey. Commission-based will be excluded.
4.	How should we record those employees who are tasked to head or act on several business areas?	Your institution should only submit his/her primary business area.
5.	Should we record business areas that are outsourced to our parent company or third-party contractors?	No. We only require your institution to submit information about the employees hired by your organisation in the country.
6.	Are the Board of Directors and other committees, i.e., Syariah Advisory Board (SAB), included in this survey?	No.
7.	If someone actually assists on a case-to-case basis with matters relating to Islamic Finance or Sustainable Finance, do we consider it as directly involved?	It should only be considered if the portfolio is part of the <b>employee's main business area</b> .



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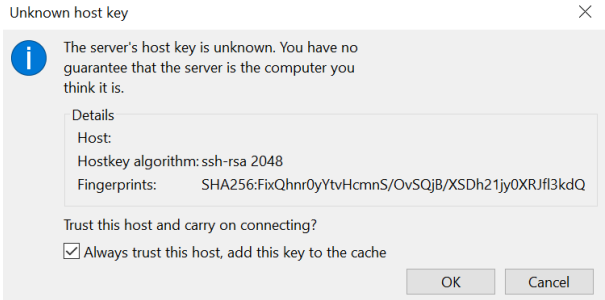
### User Access Request Form

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 FileZilla. 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@bdcf.gov.bn">findev@bdcf.gov.bn</a> .
2.	What is the difference between focal persons and authorised users to 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 to extend invitation to attend relevant meeting or discussion, to cascade promotional materials/surveys and etc.</p> <p>Authorised users to FileZilla are the individuals submitted by your focal person who are accountable for gathering and providing requested data. This usually involves responsible officers from the department within the organisation that handles data. This procedure guarantees 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 shall 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 relevant department on the installation process.
2.	We experiencing some issues to connect to the FTP platform. How can we resolve this?	Please ensure your work laptop/desktop is connected to the internet instead of intranet. At the same, you need to ensure 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@bdcg.gov.bn">it@bdcg.gov.bn</a> and copy <a href="mailto:findev@bdcg.gov.bn">findev@bdcg.gov.bn</a> .
3.	We follow all the steps to connect to the FTP platform but the issue still persists. How can we resolve this?	We advise you to create a new FTP connection following the guidelines and if you see pop up window as 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 because of the connection issue to the FTP platform. Please coordinate directly with BDCB Technology Division at <a href="mailto:it@bdcg.gov.bn">it@bdcg.gov.bn</a> and copy <a href="mailto:findev@bdcg.gov.bn">findev@bdcg.gov.bn</a> .

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