

FAQ: CelcomDigi MobileSHIELD

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1. What is MobileSHIELD?

MobileSHIELD is your always-on mobile security service, like a personal digital bodyguard for your phone and devices, shielding you from scams and online threats wherever you go.

Powered by F-Secure, a global cybersecurity leader, MobileSHIELD uses advanced AI to deliver all-in-one security, privacy, and identity protection for your mobile life.

2. What do I get from MobileSHIELD?

MobileSHIELD gives you complete peace of mind by protecting your phone from scams, malware, identity theft, and unsafe networks.

Here's what you will get:

Protection	Features	Android	iOS
1. Scam & Security Protection	1.1 Chrome Protection for Android / Safari Protection for iOS / for native browser only Blocks dangerous websites and fake links, so you can browse with confidence.	✓	✓
	1.2 Banking & Shopping Protection Indicates safety label when you're on legitimate online banking and shopping online sites, ensuring your transactions are safe.	✓	✓
	1.3 SMS Protection Smart AI detects scams and phishing SMS to keep you safe. Risky SMS is automatically filtered into your junk folder, protecting you in the background.	✓	✓
	1.4 Wi-Fi Protection Keeps you safe on public and home Wi-Fi by checking if the network you're connected to is secure — alerts you if it's unsafe or compromised	✓	x
	1.5 Device Protection For Android: Blocks harmful apps before they can cause damage — even those sideloaded from outside the app store. For iOS: Protects your device by keeping your iOS up to date and screen locked. Alerts you if your OS is outdated or if your screen lock isn't set — and guides you to fix it fast.	✓	✓

2. Identity Protection	2.1 Identity Monitoring Monitors your personal info (like emails, phone numbers, credit cards, and passports) and alerts you instantly if they're found on the websites, so you can act fast to protect your identity. (example: change email password)	✓	✓
	2.2 Password Vault Securely stores your passwords, PINs, and other sensitive info. Access it on both iOS and Android — just log out on one device and log in on another.	✓	✓
3. Privacy Protection	3.1 Privacy VPN Encrypts your internet connection and hides your IP address – keeping your online activity private, secure, and anonymous, even on public Wi-Fi.	✓	✓

3. Who can enjoy MobileSHIELD protection?

MobileSHIELD is designed for all CelcomDigi Business Postpaid users on plans launched from 2021 onwards.

If your current plan isn't supported, you can upgrade to the latest CelcomDigi Postpaid plans to enjoy MobileSHIELD and other new features.

4. How do I subscribe to MobileSHIELD?

Getting protected with MobileSHIELD is quick and easy. Just use the CelcomDigi App to subscribe:

Channel	How to Subscribe
CelcomDigi App	- Log in to CelcomDigi app - Under Your Essentials, click Lifestyle - Under Safety, tap MobileSHIELD - Click on Buy Now to confirm subscription

5. What devices are compatible with MobileSHIELD?

MobileSHIELD App works on most iPhones, iPads, and Android smartphones or tablets.

- iOS: iOS 17 or later
- Android: Android 10 or later

6. Will I be notified after MobileSHIELD subscription is successful?

Yes, you will receive:

- An SMS confirming your MobileSHIELD subscription
- A separate SMS with your first-time log in details to access MobileSHIELD App

To install the MobileSHIELD app:

- Open the CelcomDigi app, under Your Essentials, go to Lifestyle
- Tap My Subscriptions and select MobileSHIELD
- Tap Access via MobileSHIELD
- Tap Install to proceed with the app download
- Open the MobileSHIELD app to activate it

7. Will MobileSHIELD protection start automatically after I log in?

Not immediately – but it's quick and easy to get started.

After your first login, you'll just need to turn on each protection feature to tailor the security to your needs.

8. What is the validity period of the MobileSHIELD subscriptions?

MobileSHIELD is a monthly pass. No guesswork, just consistent monthly coverage you can count on.

9. Will my MobileSHIELD subscription renew automatically?

Yes, your MobileSHIELD subscription will renew automatically every month, so you stay protected without having to lift a finger.

10. How much does MobileSHIELD cost?

Choose a plan that fits your needs:

Monthly Add-ons (no contract, cancel anytime):

- MobileSHIELD (1-device): RM10 per month
- MobileSHIELD (3-device): RM13 per month
- MobileSHIELD (5-device): RM15 per month

11. Can I subscribe to MobileSHIELD more than once?

Yes. If you are currently subscribed to MobileSHIELD (1 device), you can upgrade to the 3-device or 5-device plan to protect more devices or users.

12. What if I change my mind – can I unsubscribe from the service?

Absolutely. You're in control.

If MobileSHIELD no longer suits your needs, you can cancel it anytime through CelcomDigi App. Here's how:

Channel	How to Unsubscribe
CelcomDigi App	- Log in to CelcomDigi app - Under 'Your Essentials', click 'Lifestyle' - Under 'Safety', tap MobileSHIELD - Tap 'Unsubscribe' to cancel subscription

13. Will I be charged if I cancel MobileSHIELD?

No worries! You're not tied to any contract, so you can cancel MobileSHIELD anytime with no penalty charges.

14. Will MobileSHIELD still protect me if I log out of the app?

No, once you log out of MobileSHIELD App, the protection will stop. To keep your device secure, you'll need to log back in and set up protection again. This requirement helps ensure that your device's security and privacy are consistently protected.

15. What does it mean if my identity has been breached?

A data breach happens when cybercriminals gain unauthorized access to personal information—such as your name, email, passwords, or banking details. This data can be leaked to the dark web, where it may be misused for identity theft, fraud, or other illegal activities.

If you've been affected by a breach, it's important to take immediate steps to protect yourself. Here's what you can do:

- Change any compromised passwords right away, especially for key accounts like email, banking, and online shopping.

- b. Inform your bank or credit card provider to block or replace affected cards
- c. Report the breach to relevant cybersecurity or law enforcement authority

Acting quickly can help you prevent further risks and secure your personal information.

16. What should I do if an identity breach is detected?

If MobileSHIELD flags a data breach, you can take action right from the app:

- a. Open the MobileSHIELD App's ID Monitoring to view your listed breaches.
- b. Tap on any breach to see details.
- c. Follow the steps under "Next Steps" section.
- d. Once resolved, you can archive the breach.

The recommended actions vary based on what personal information was exposed. Here's a quick guide:

- a. Email Address: Change your password for the affected site. Use a password manager (like MobileSHIELD Password Vault) to store strong, unique passwords securely. Watch out for phishing emails.
- b. Phone Number: Enable 2-Factor Authentication (2FA) wherever possible. Do not share your OTP or personal info with unknown callers or messages.
- c. Username: If the service is known to you, update your password. Combine with 2FA to stay protected.
- d. Password: Change it immediately - especially if reused across accounts. Check for any unusual logins or account settings, and enable 2FA.
- e. Credit Card Details: Monitor transactions, contact your bank, unlink the card from services, and change your PIN.
- f. Bank Account Info: Watch for suspicious activity and contact your bank if anything looks off.
- g. Identification Card Number (NRIC / MyKad): Stay alert for phishing scams. Report any misuse to local authorities.
- h. Date of Birth: Don't use it as part of your password. Only share when legally required.
- i. Passport Info: Cybercriminals may misuse passport info combined with other leaked information, like your address. Stay alert for phishing scams.
- j. If your physical passport is stolen, report it to police immediately. Only share your passport details with trusted parties when it's legally required.

- k. Home Address: Share only when necessary. Be alert to scams combining your address with other leaked data.

17. How are data breaches detected?

We detect breaches by monitoring various sources, including deep and dark web forums, using advanced scanning tools powered by F-Secure's threat intelligence.

Verified breach data is then analyzed and reported, so you can stay informed and take action quickly.

18. I've forgotten my MobileSHIELD login password. How can I reset it?

If you've forgotten your MobileSHIELD password, follow these steps to reset it:

- a. On the login page, tap 'Forgot your password'.
- b. You'll see an on-screen message with instructions to contact F-Secure Customer Support (including the contact number).
- c. When you call, let them know you're a CelcomDigi MobileSHIELD user and need to reset your password.
- d. Identify yourself by providing your mobile number subscribed to MobileSHIELD in this format: +601XXXXXXXX.
- e. Once your identity is confirmed, you'll receive an SMS with a temporary password.
- f. Log in using the temporary password. You'll then be prompted to create a new password in app to complete the reset process.

19. In some cases, why would my mobile banking app block access or transactions while MobileSHIELD is enabled, and how can this be resolved?

MobileSHIELD requires Accessibility permissions to deliver key protection features - such as detecting malicious web content and ensuring safe browsing on Chrome.

In some cases, certain mobile banking apps may restrict transactions when Accessibility is active.

If this happens, you can temporarily turn off MobileSHIELD's Accessibility permissions:

- a. Open Settings > Accessibility on your Android device.

- b. Open Installed apps > Locate MobileSHIELD app and turn off Accessibility permissions.
- c. Once you've completed your banking transaction, simply re-enable Accessibility permissions to continue enjoying MobileSHIELD's full protection.

20. What should I do if I encounter any issues with the MobileSHIELD app?

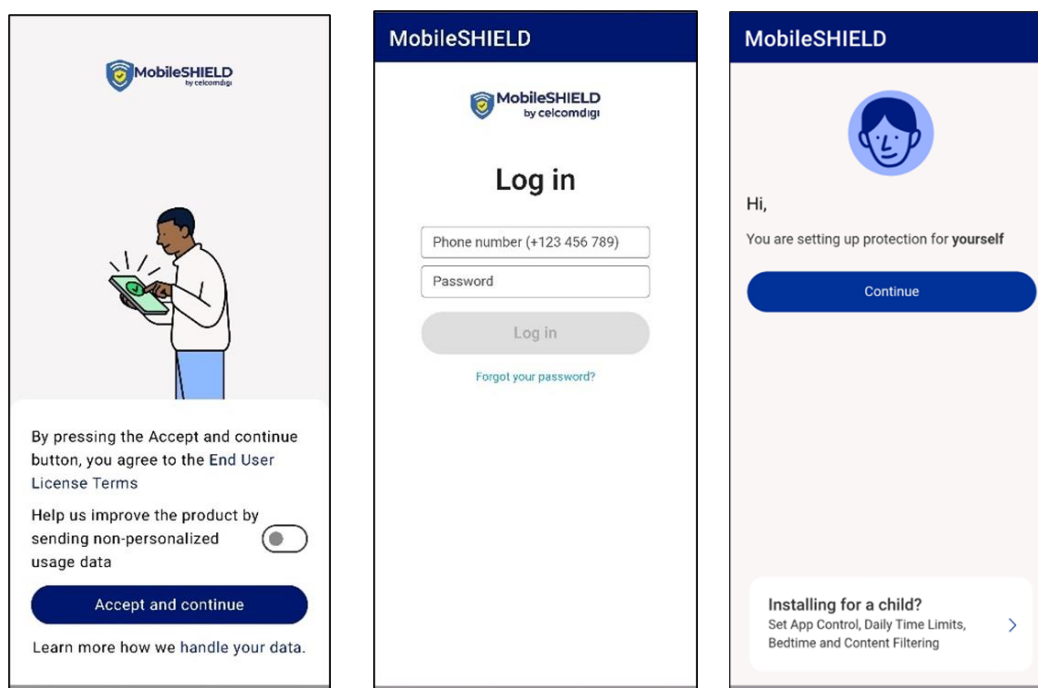
We've got your back. If something isn't working as expected, just reach out to our WhatsApp, and we'll help you get it sorted.

Notes: CelcomDigi MobileSHIELD is designed to protect mobile devices against a range of digital threats, including but not limited to device security vulnerabilities, online scams, privacy breaches, and identity theft.

However, no security solution can guarantee complete protection or block every risk 100% of the time. While CelcomDigi MobileSHIELD adds a strong layer of defense, Customers remain responsible for exercising caution and practicing safe browsing habits. CelcomDigi shall not be liable for any loss or damage arising from threats that bypass the protection offered by CelcomDigi MobileSHIELD.

MobileSHIELD Setup Guide (Android)

1. Login to MobileSHIELD App

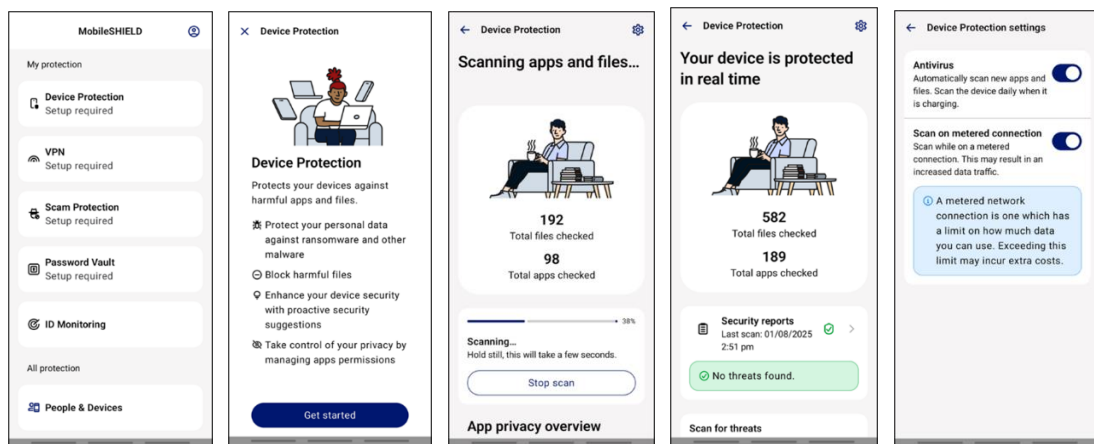


Steps:

- Review End User License Terms
- Tap 'Accept and continue'
- Input phone number (+601xxxxxxx)
- Key in temporary password (refer to MobileSHIELD Welcome SMS)
- Tap 'Continue' to login

2. Security Protection

2.1 Device Protection



Step 1: Initiate Device Protection

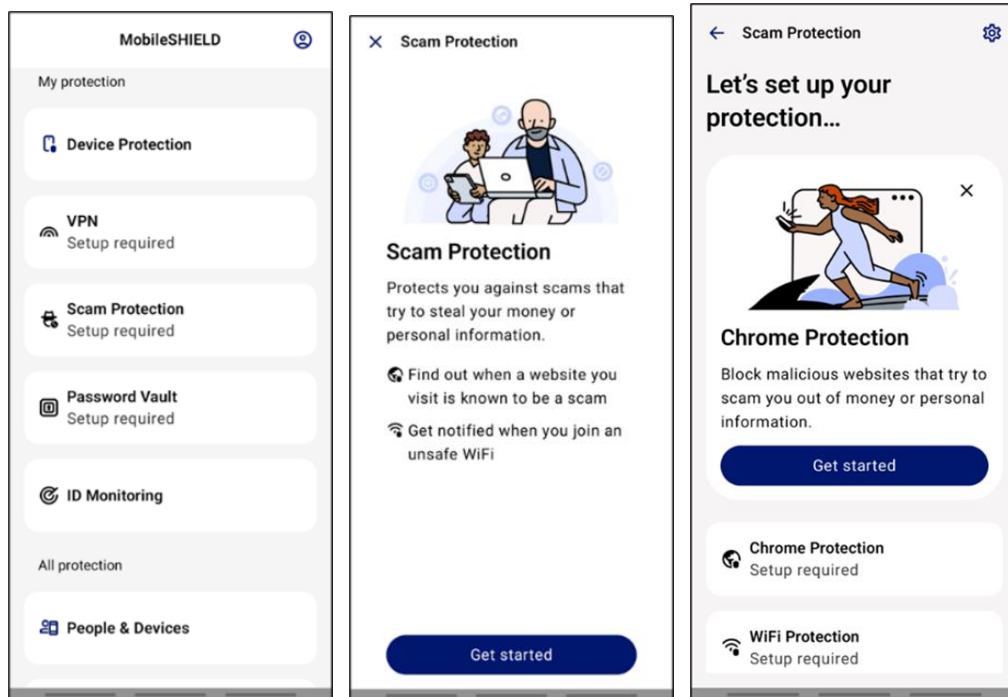
- Select 'Device Protection'
- Tap 'Get Started'

Step 2: Enable Scanning

- Scanning of files and apps will begin automatically
- Wait for the scan to complete
- Tap the Settings icon in the top right corner
- Toggle to enable scan for device protection

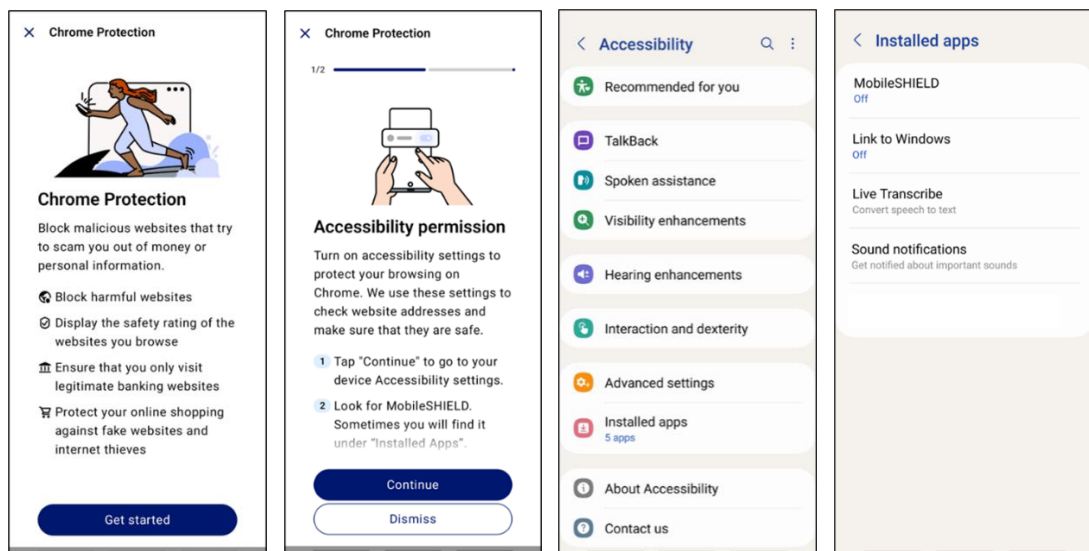
3. Scam Protection

3.1 Chrome Protection (includes Banking & Shopping Protection)



Step 1: Initiate Scam Protection and Chrome Protection

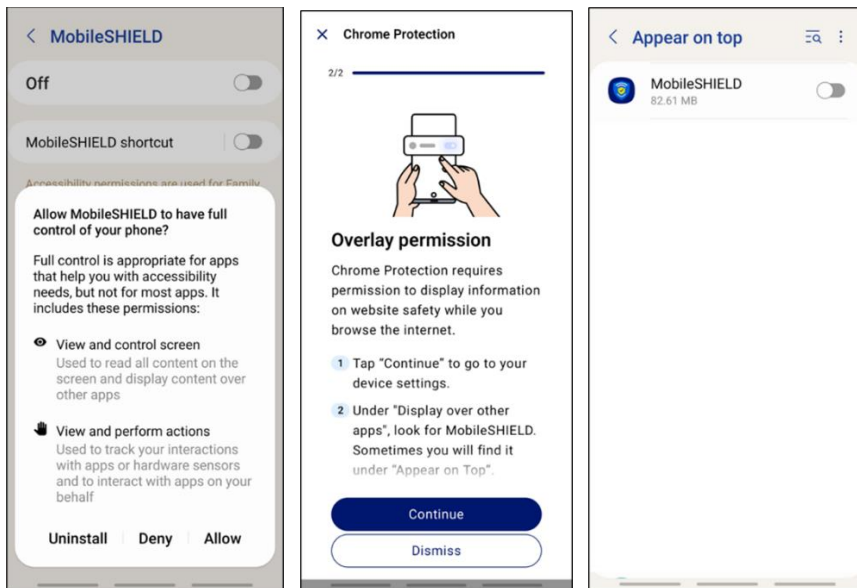
- Select 'Scam Protection',
- Tap 'Get started'
- Select 'Chrome Protection'



Step 2: Enable Chrome Protection Accessibility (1/2)

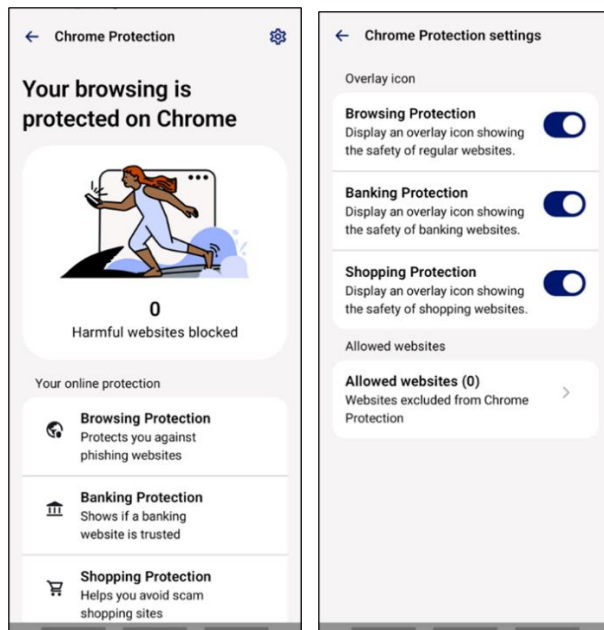
- Tap 'Get started'
- 'Continue'
- Tap on 'Installed apps'

- d. Select 'MobileSHIELD' and turn it on



Step 2: Enable Chrome Protection Accessibility (2/2)

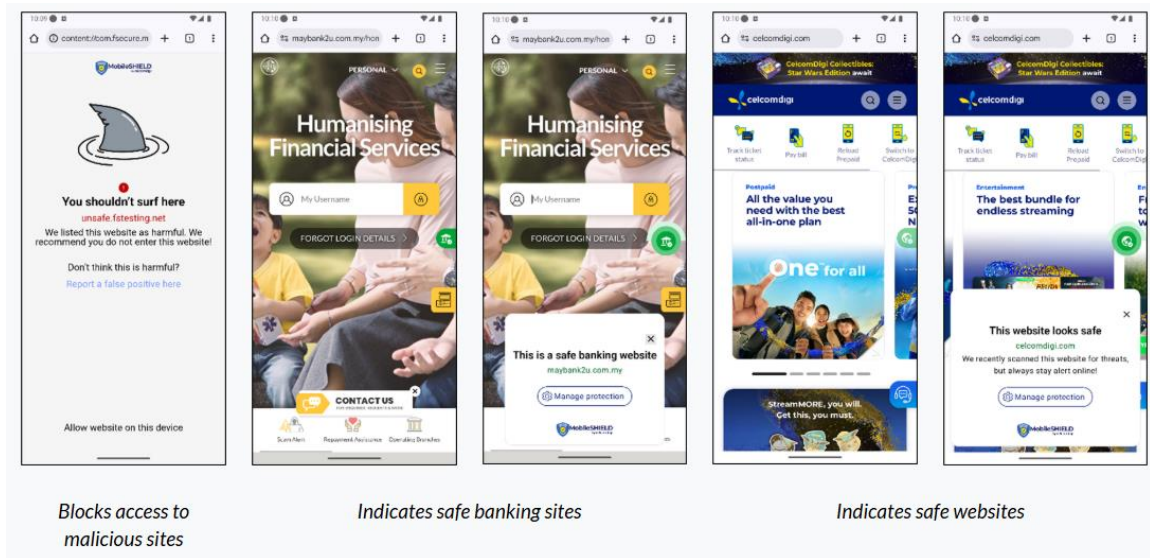
- a. Tap 'Allow' and 'Continue'
- b. Toggle on MobileSHIELD to allow it appear on top



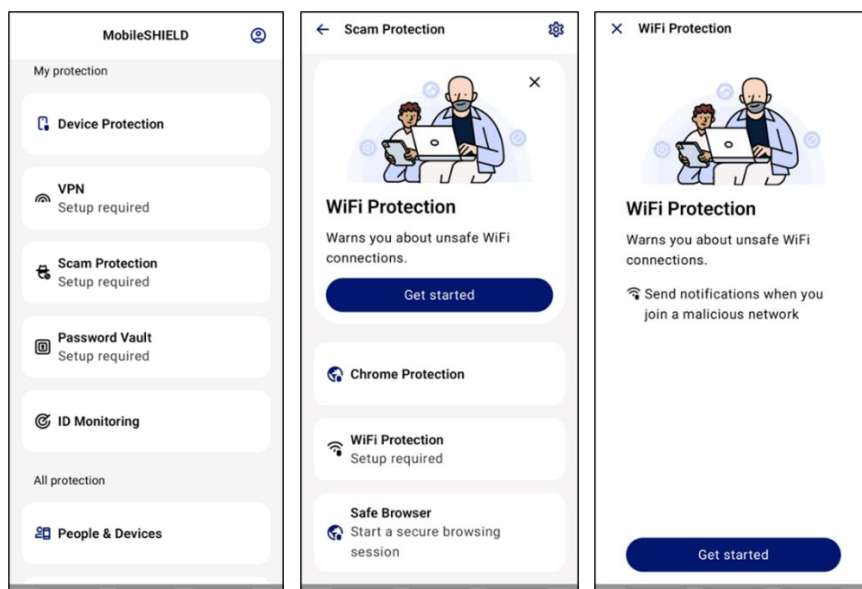
Step 3: Enable Chrome, Banking, Shopping Protection

- a. Tap on the 'Settings' icon on top right corner
- b. Toggle on 'Browsing, Banking, and Shopping Protection'
- c. Your browsing is now protected on Chrome

What Chrome Protection (including banking & shopping protection) does to protect you:

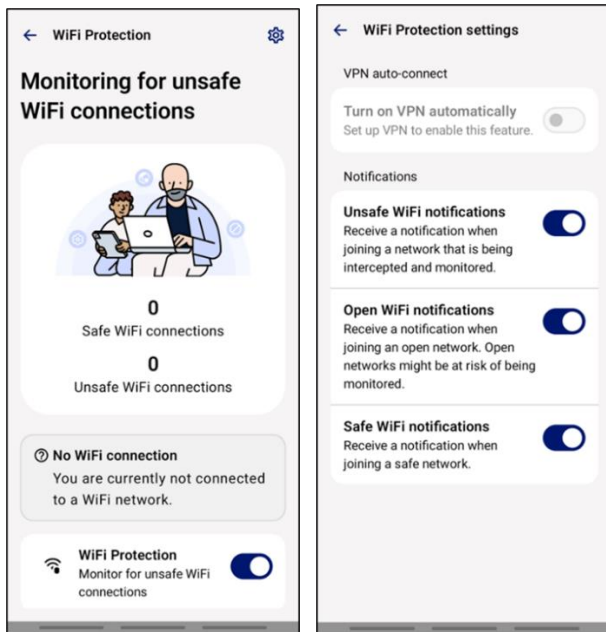


3.2 Wi-Fi Protection (Android only)



Step 1: Initiate Wi-Fi Protection

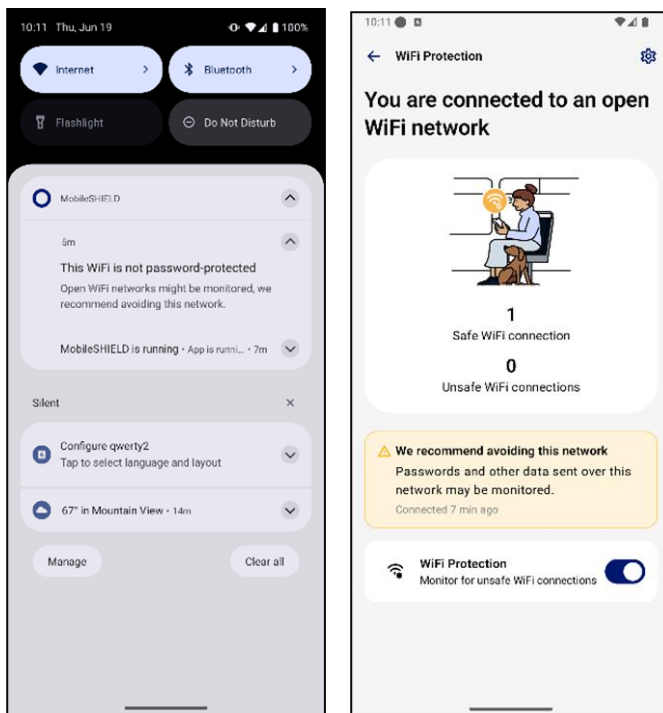
- Tap on 'Scam Protection'
- Select 'WiFi Protection'
- "Get started" to continue



Step 2: Enable WiFi Protection

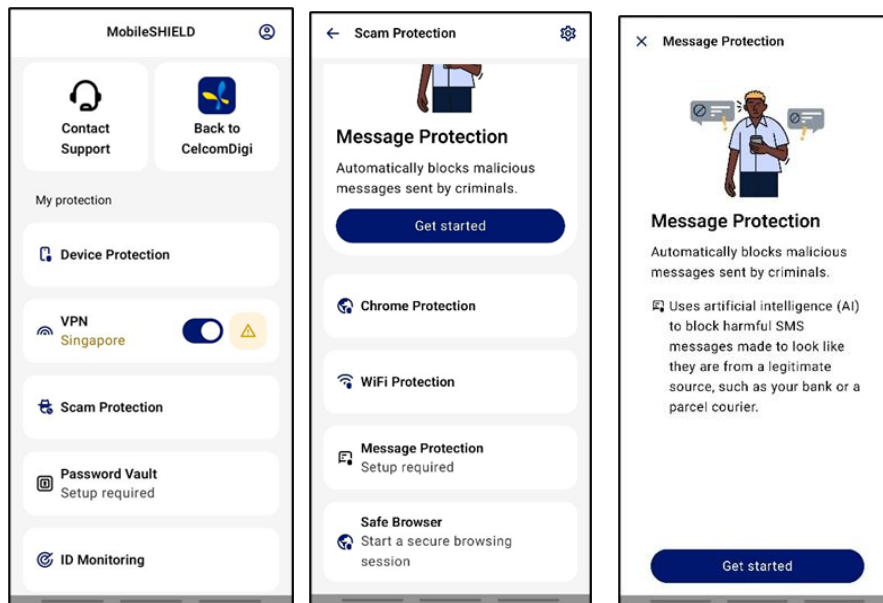
- Toggle on WiFi Protection notifications
- Tap on the 'Settings' button on top right
- Toggle on Safe WiFi notifications
- You are now protected from unsafe WiFi connections

What WiFi Protection does to protect you:



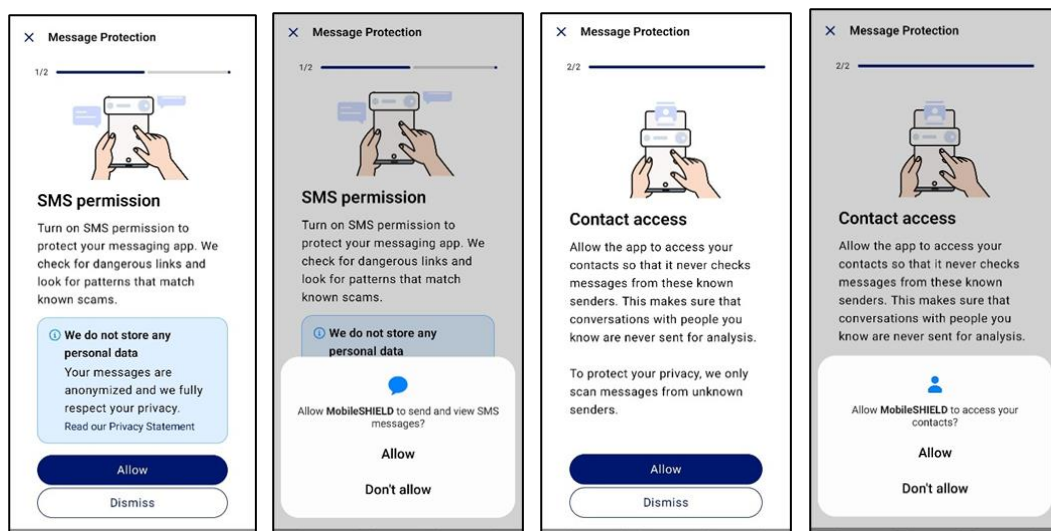
Detects risky WiFi connections and inform users

3.3 SMS Protection



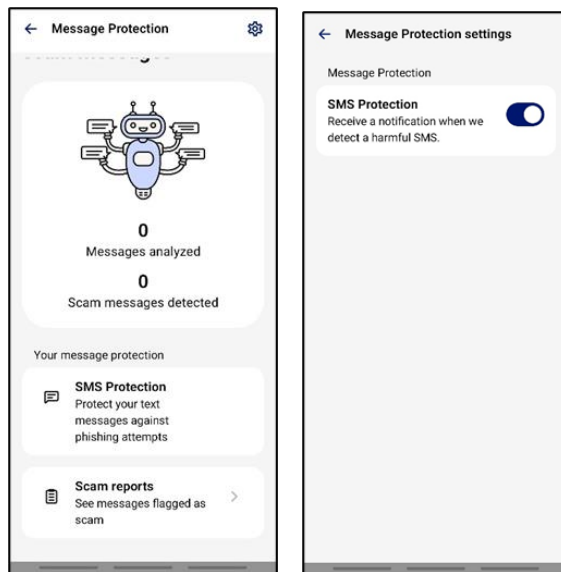
Step 1: Get started on SMS Protection

- Tap 'Scam Protection'
- Then 'Message Protection' and 'Get started'



Step 2: Enable permission to Message Protection

- Tap 'Allow' to enable MobileSHIELD to check for dangerous links and patterns in SMS
- Tap 'Allow' to grant contact access, so MobileSHIELD can skip checking messages from known senders. This also ensures conversations with your contacts are never sent for analysis.

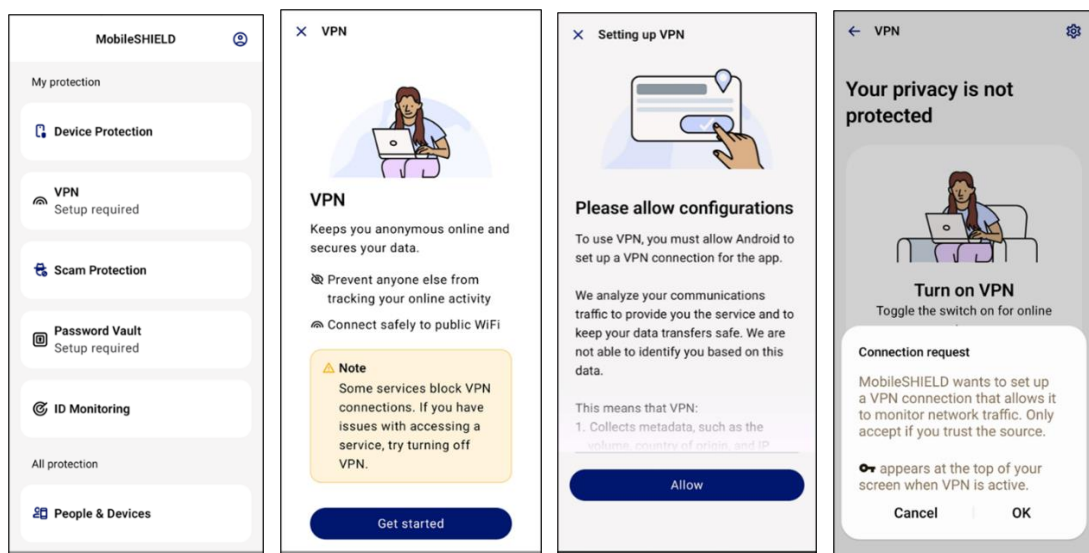


Step 3: Turn on Message Protection notification

- Tap Settings button in top-right corner of the Message Protection page.
- Toggle Message Protection notifications on.
- You will receive a notification whenever MobileSHIELD detects a harmful SMS, which will be flagged as a scam in the scam reports.

4. Privacy Protection

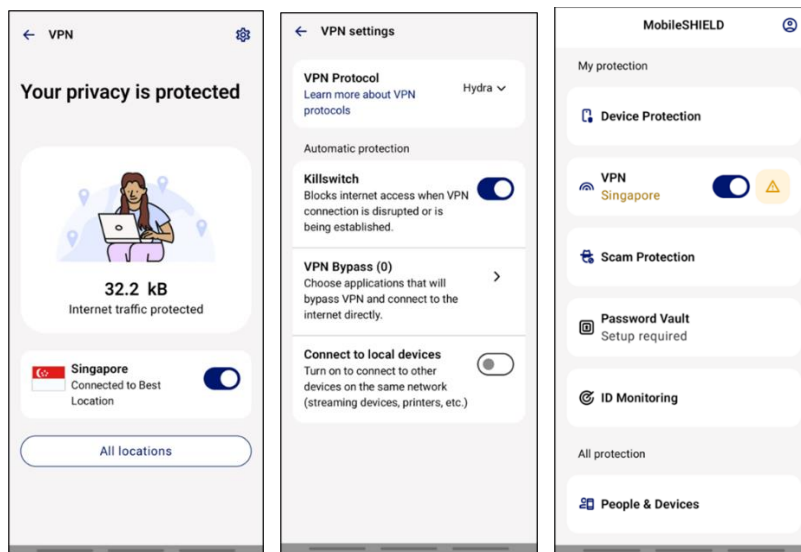
4.1 Privacy VPN



Step 1: Initiate Privacy VPN

- Go to 'VPN'
- Tap on 'Get started'

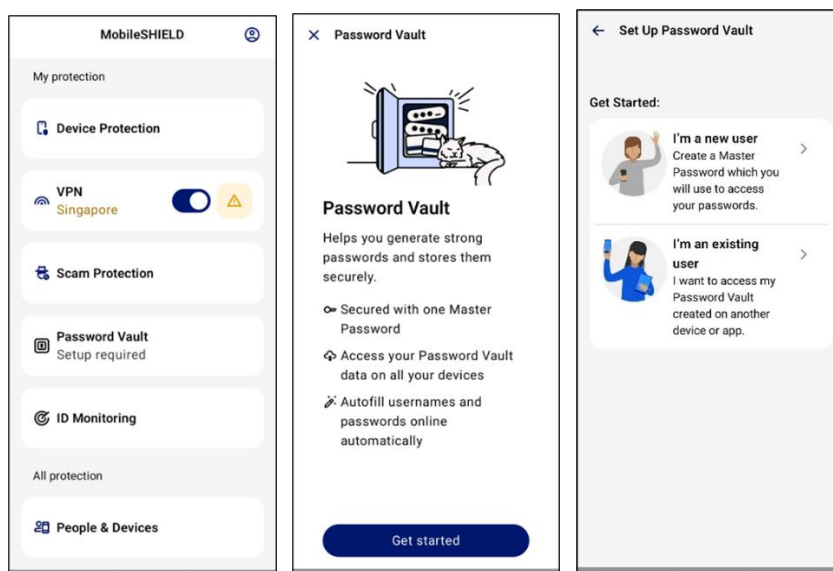
- c. 'Allow' and 'OK' to allow configurations



Step 2: Enable Privacy VPN

- Toggle on VPN connection
- Tap on the 'Settings' button on top right
- Toggle on killswitch for automatic protection
- You Internet traffic is now protected

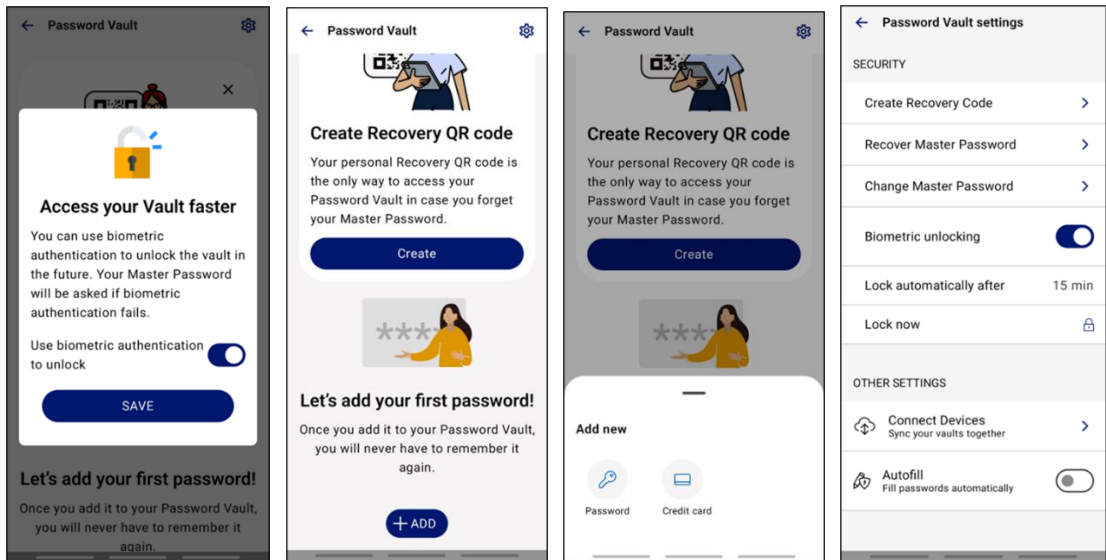
4.2 Password Vault



Step 1: Initiate Password Vault

- Go to 'Password Vault'
- Tap on 'Get started'

- c. Select 'I'm a new user' to start
- d. Set up master password



Step 2: Enable Password Vault

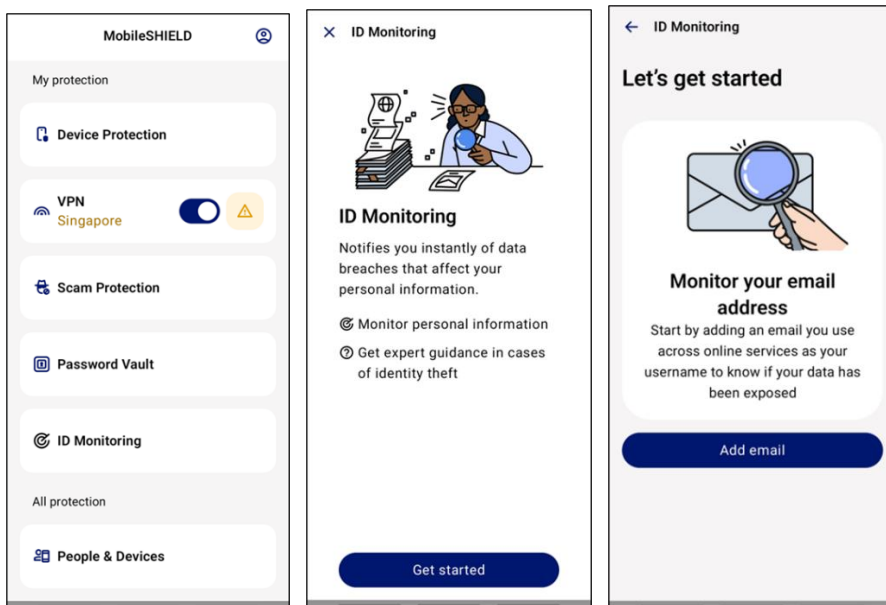
- a. Toggle 'use biometric authentication to unlock'
- b. Tap on 'Add' and 'Password'
- c. Save your password entry

Step 3: Create Recovery Code in

- a. Tap on 'Settings' button on top right
- b. Select 'Create Recovery Code' to save a backup Password Vault access QR code

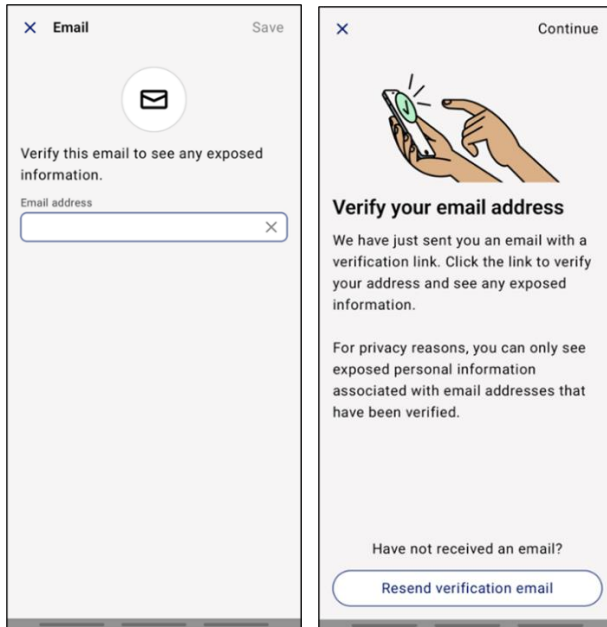
5. Identity Protection

5.1 Identity Monitoring



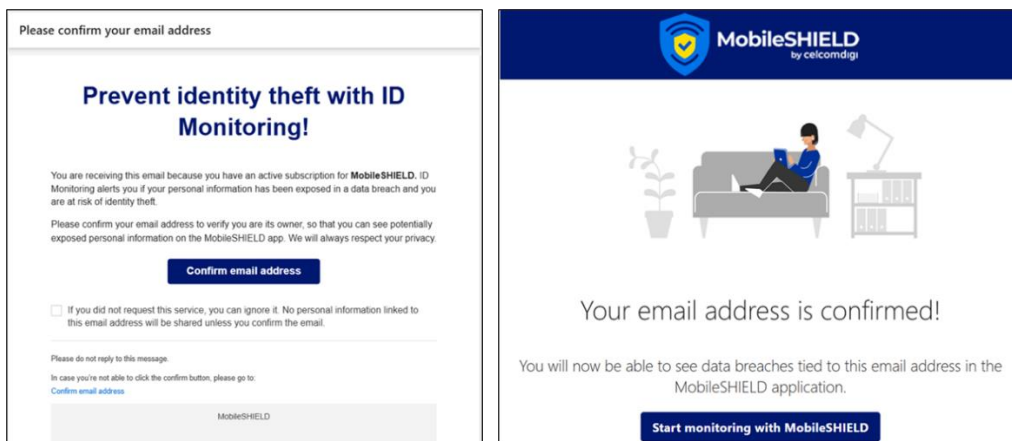
Step 1: Initiate ID Monitoring

- Go to 'ID Monitoring'
- Tap on 'Get started'
- Add email to start



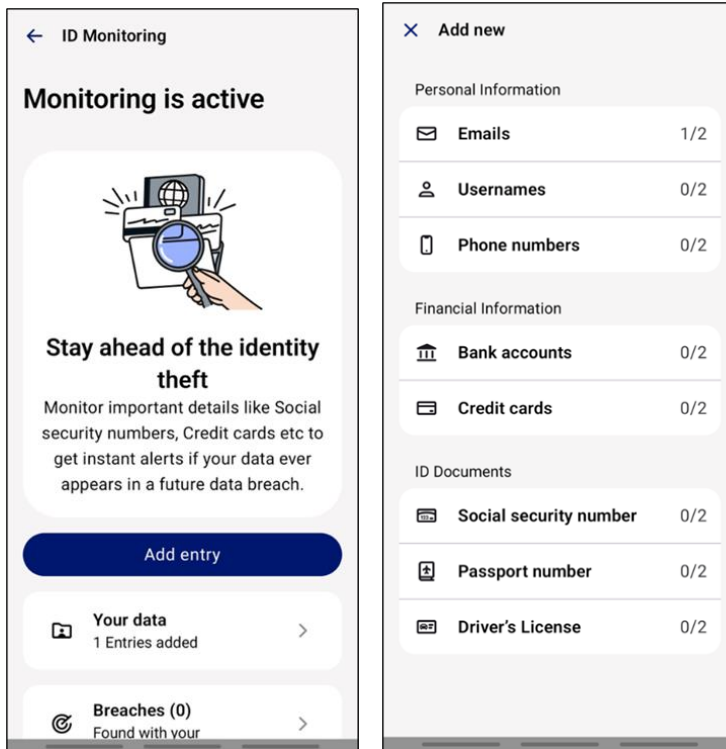
Step 2: Add and Verify Email (1/2)

- Input your email
- Verify your email address



Step 2: Add and Verify Email (2/2)

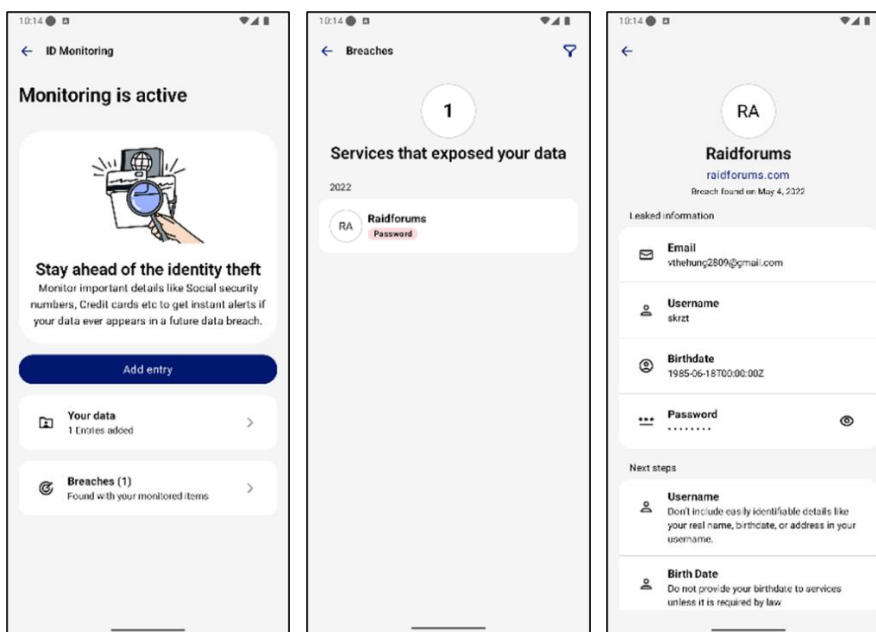
- Check your email inbox from 'MobileSHIELD' with the title 'Please confirm your email address'
- Click 'Confirm email address'
- Select 'Start monitoring with MobileSHIELD' to return to MobileSHIELD app



Step 3: Add Entry for Monitoring

- ID Monitoring is now active
- Tap 'Add entry' to monitor more personal information

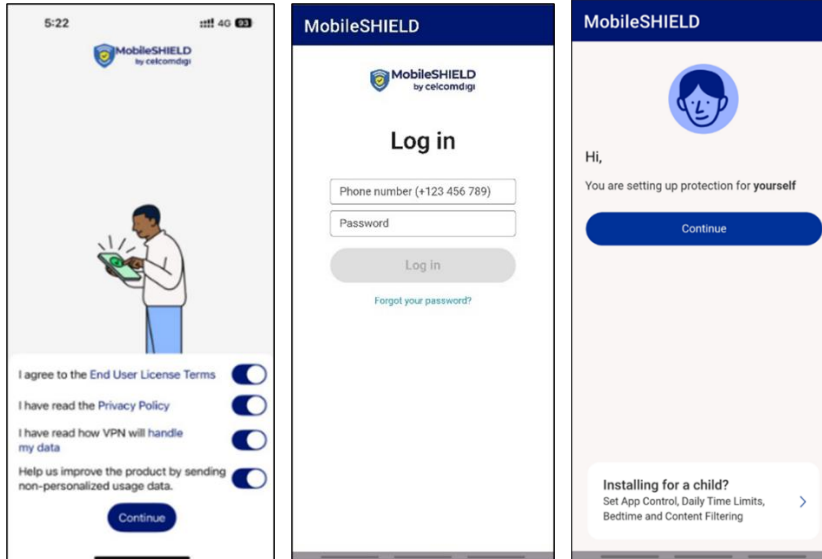
What WiFi Protection does to protect you:



Detects data breaches and recommend users to take mitigations

MobileSHIELD Setup Guide (iOS)

1. Login to MobileSHIELD app

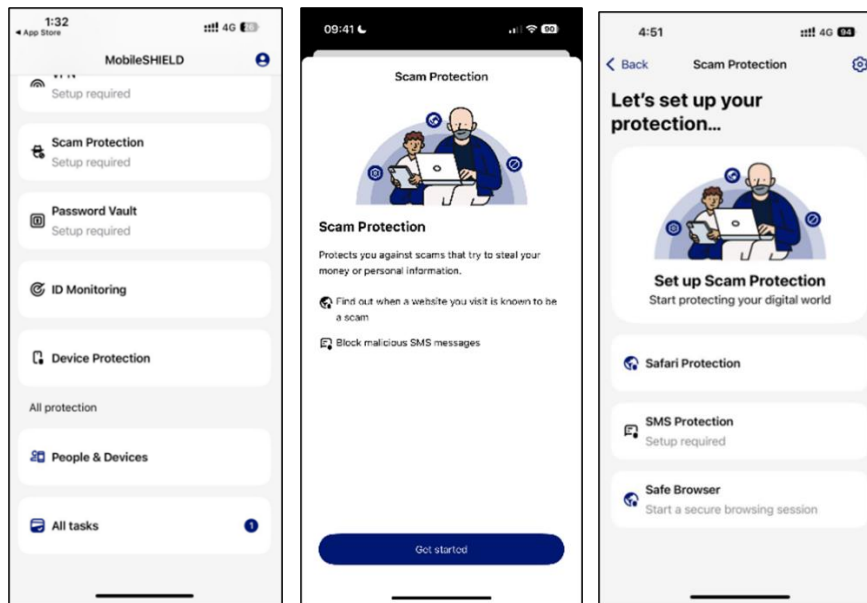


Review End User License Terms

- Tap 'Accept and continue'
- Input phone number (+601xxxxxxxx)
- Key in temporary password (refer to MobileSHIELD Welcome SMS)
- Tap 'Continue' to login

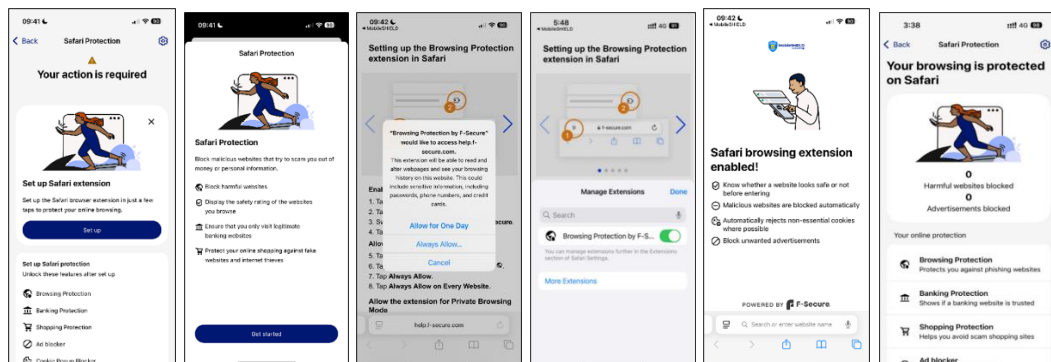
2. Scam Protection

2.1. Safari Protection (includes Banking & Shopping Protection)



Step 1: Get started on Safari Protection

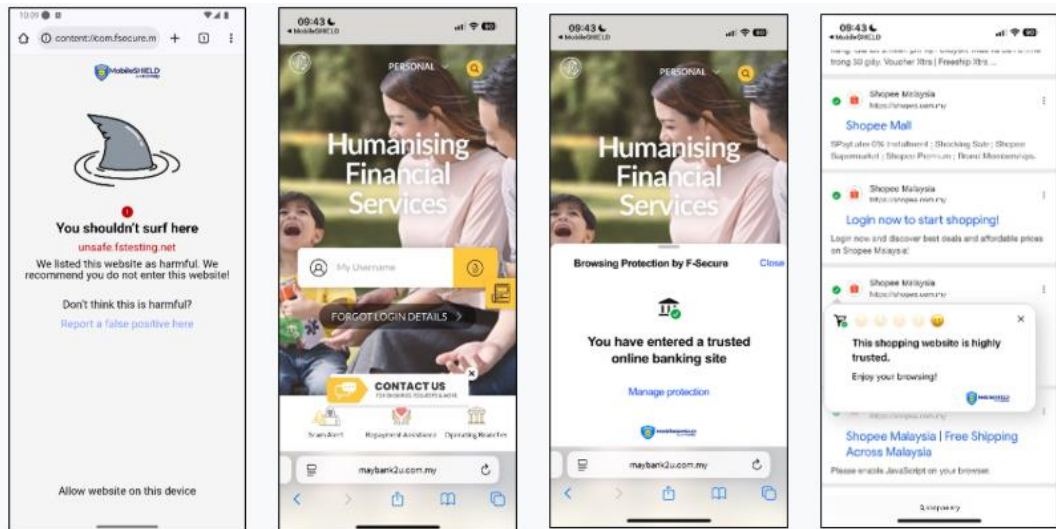
- Select 'Scam Protection'
- Then tap 'Get started'
- Tap on 'Safari Protection'



Step 2: Enable Access for Safari Protection

- Tap 'Set up'
- Then tap on 'Get started'
- Tap 'Always Allow' access for Safari Protection (including banking and shopping protection)
- Manage Extensions & 'enable browsing Protection by F Secure'
- Safari browsing extension enabled! Your browsing on Safari is now protected

What Safari Protection (including banking & shopping protection) does to protect you:

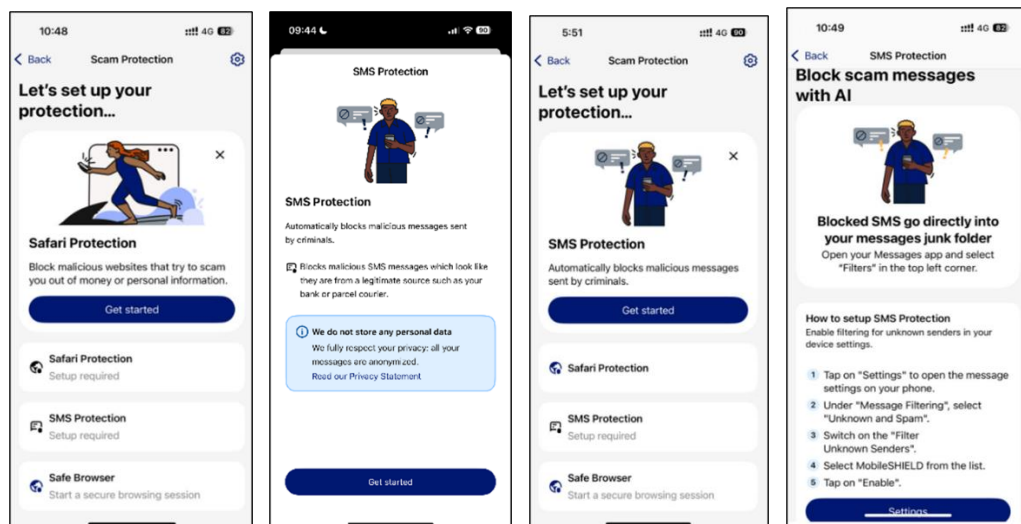


Blocks access to malicious sites

Indicates safe banking sites

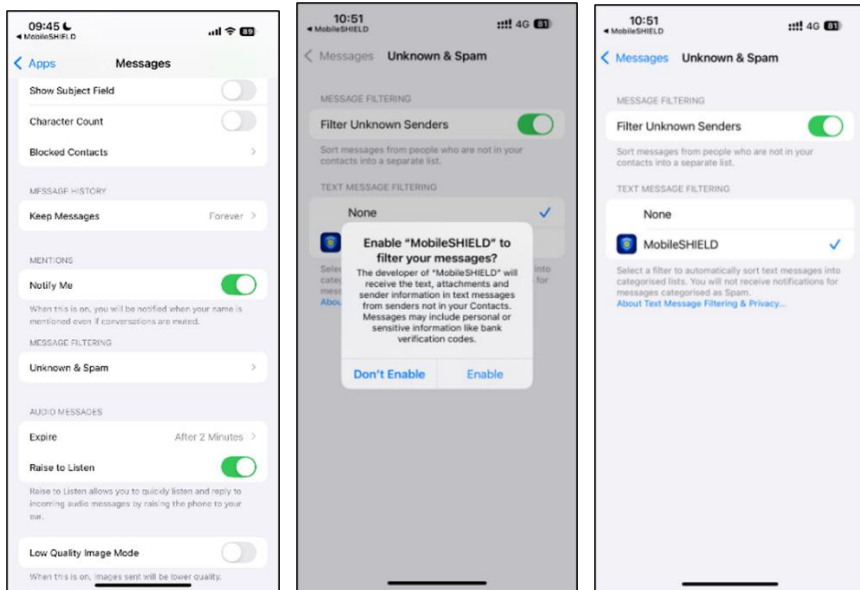
Indicates safe websites

2.2. SMS Protection



Step 1: Get started no SMS Protection

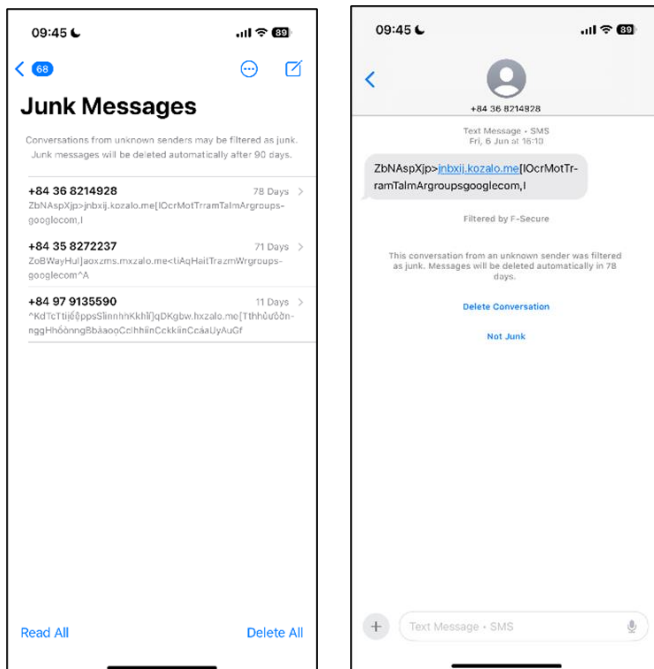
- Tap 'Scam Protection'
- Then 'SMS Protection' and 'Get started'
- Tap on 'SMS protection, Setup required'
- Tap on 'Settings'



Step 2: Enable access for SMS Protection

- After tap 'Setting' Go to 'Unknown & Spam' in Message Filtering section
- Tap 'Enable'
- Select 'MobileSHIELD' and toggle on 'Text Message Filtering'

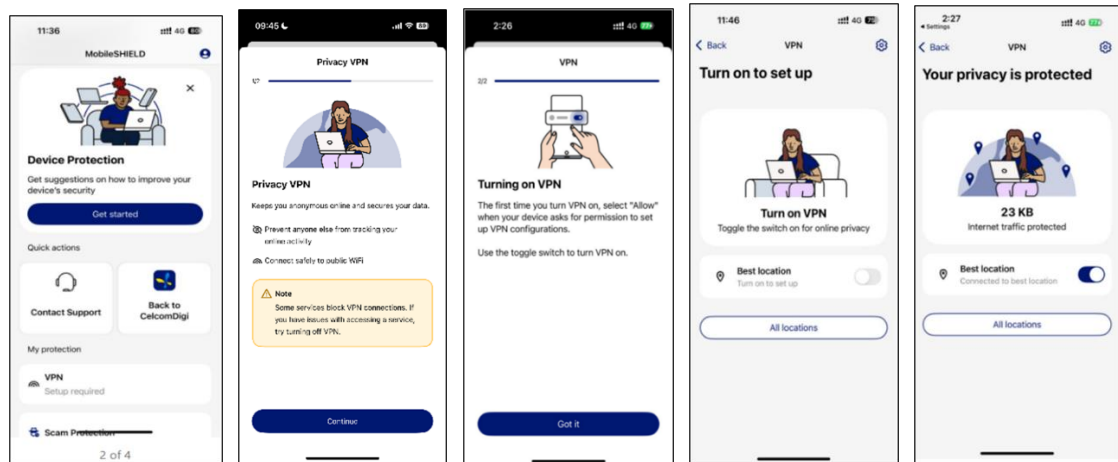
What SMS Protection does to protect you:



Detects and filter suspicious SMS into junk folder, protecting you in the background.

3. Privacy Protection

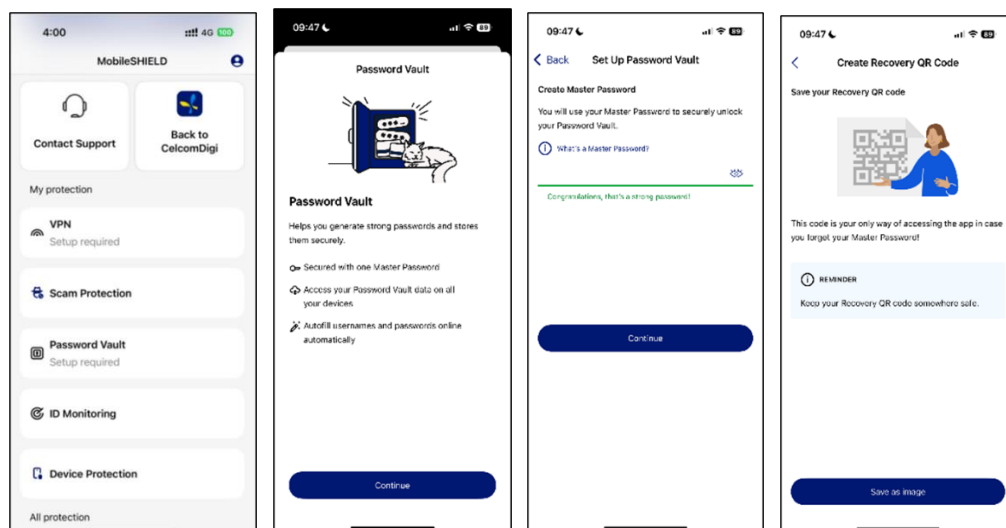
3.1. Privacy VPN



Steps:

- Go to 'VPN' Set up required
- Tap on 'Continue'
- Turning on VPN then tap 'Got it'
- Turn on to set up toggle 'Best location'
- Your privacy is protected

3.2. Password Vault

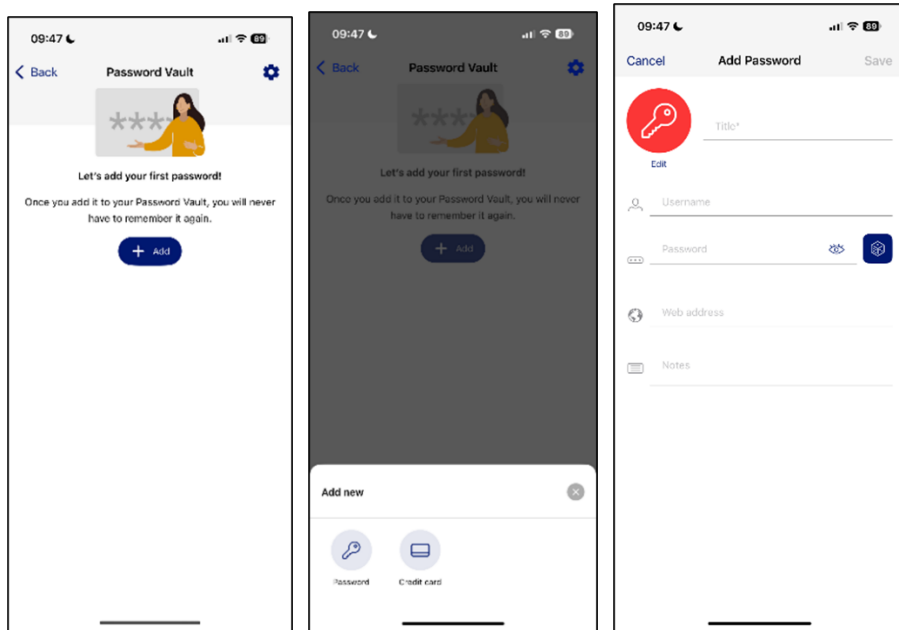


Step 1:

- Select 'Password Vault'
- And tap 'Continue'

Step 2:

- Create your master password
Tap 'Continue'
- Then you will get QR Code

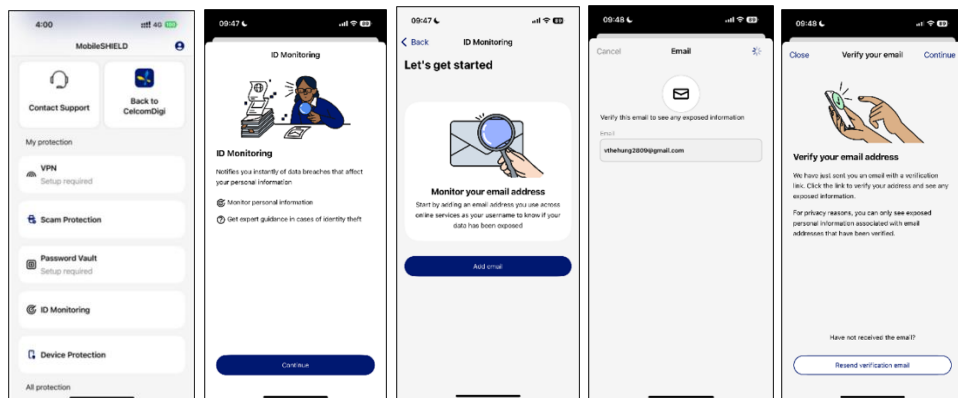


Step 3:

Add and store your password or credit card details safely in Password Vault – so you'll never forget them.

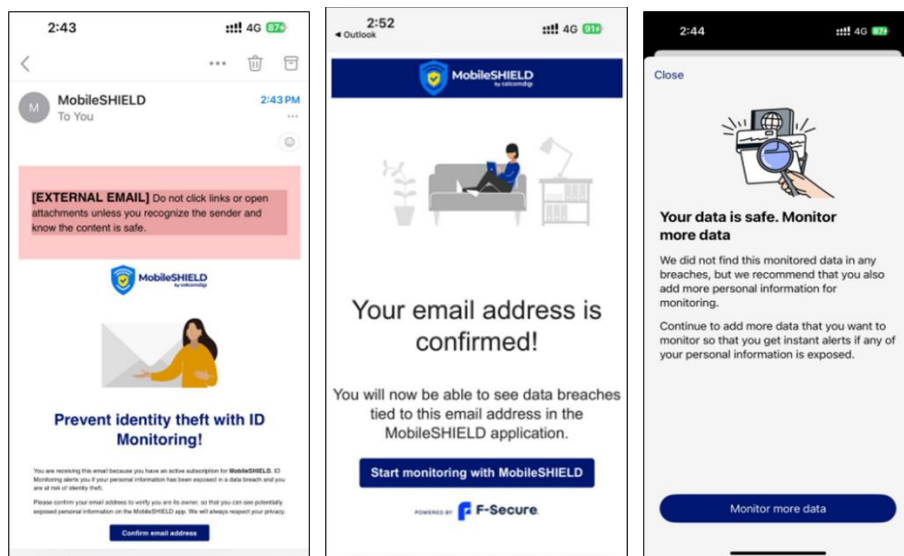
4. Identity Protection

4.1. Identity Monitoring



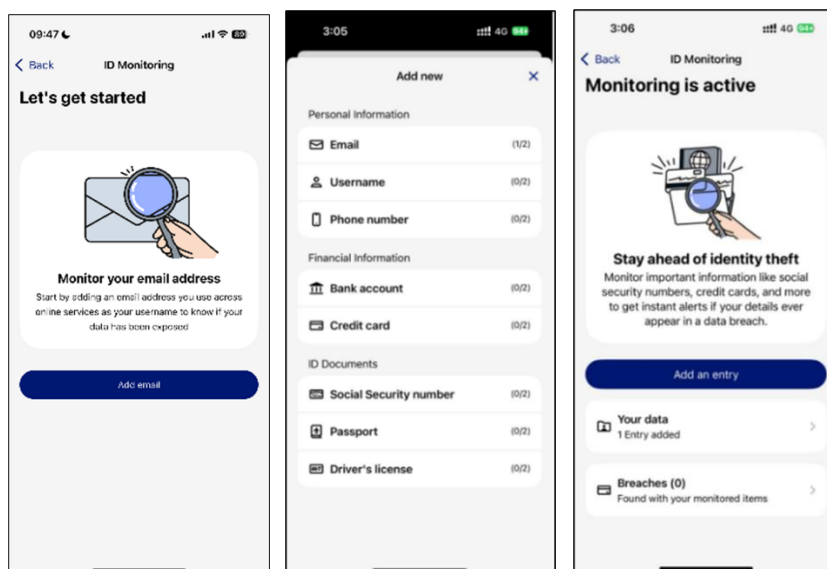
Step 1: Add email

- Select 'ID Monitoring'
- Tap 'Continue'
- Tap 'add email'
- Input email and tap 'Save'
- Tap continue



Step 2: Verify email

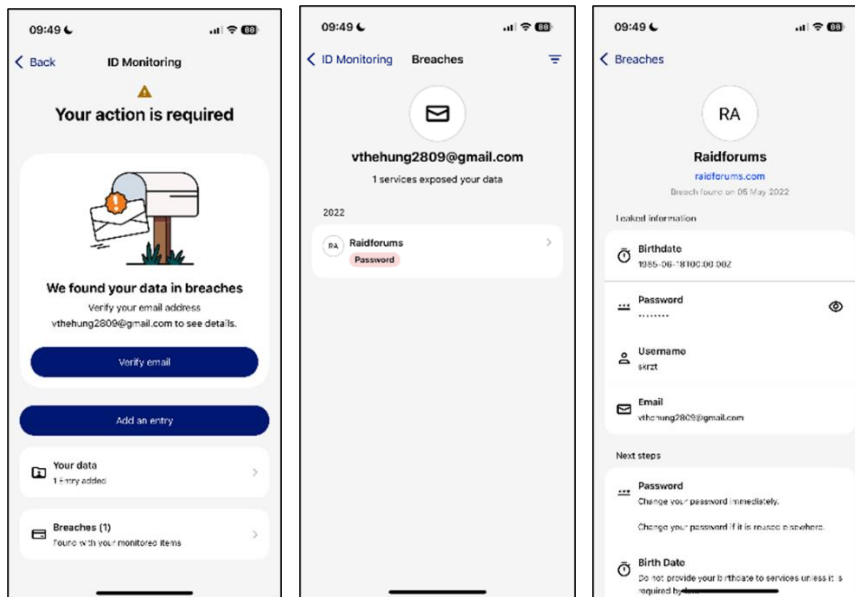
- Look for MobileSHIELD email titled tab confirm you email address
- Tap Confirm email address
- Your email address is confirmed!
- MobileSHIELD ID Monitoring is now active and will start monitoring your email for breaches on the dark web



Step 3: Add entry for monitoring

- Tap on 'Monitor more data'
- Add new entry for active monitoring
- Monitoring is active

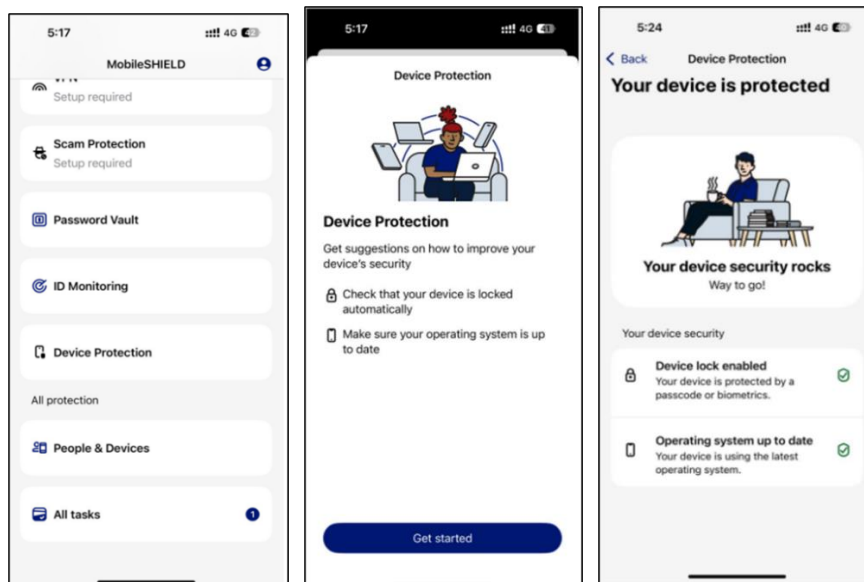
What ID Monitoring does to protect you:



Detects data breaches and recommend users to take mitigations

5. Security Protection

5.1. Device Protection



Steps:

- Select 'Device Protection'
- Tap 'Get Started'
- Device Protection is now activated to ensure your OS is up-to-date and device lock is always enabled