

BANK ISLAM ACTIVATES FINANCIAL SUPPORT MEASURES

The Prihatin Programme offers temporary payment relief to eligible customers

KUALA LUMPUR, Wednesday, [15 April 2026]: Bank Islam Malaysia Berhad (Bank Islam or the Bank) has activated its Prihatin Programme to provide targeted assistance to customers affected by the ongoing geopolitical and economic uncertainties.

These measures aim to ease immediate financial pressures, support cash flow continuity, and strengthen customer resilience during this period of heightened uncertainty. Assistance will be provided through tailored, needs-based solutions for both individual and business customers, taking into account their respective financial circumstances.

Under the Prihatin Programme, eligible customers with Home, Personal and Vehicle Financing-i may apply for temporary payment relief, subject to applicable terms and conditions.

Against the current environment of heightened geopolitical uncertainty, Bank Islam recognises that the impact on individuals and businesses may vary and continue to evolve. The Bank remains firmly committed to working closely with customers by understanding their specific circumstances and providing timely and appropriate financial assistance.

To ensure customers can access support in a convenient and timely manner that best suits their needs, assistance may be requested through multiple channels. These include the “Financing Support & Assistance” section on Bank Islam’s corporate website at www.bankislam.com, by contacting their respective Relationship Managers, visiting the nearest Bank Islam branch, or reaching Bank Islam Customer Care at 03-26 900 900 or email to customercare@bankislam.com.my.

About Bank Islam Malaysia Berhad

Bank Islam is the first Islamic bank publicly listed in the main market of Bursa Malaysia. Established in July 1983, the Bank has over 100 branches and over 900 self-service terminals across Malaysia. As a pure-play Islamic bank, Bank Islam provides retail banking and corporate financial solutions that strictly adhere to Shariah rules and principles. The Bank is committed to sustainable prosperity and ESG values and is an official participant of the UN Global Compact Malaysia and Brunei. Bank Islam’s core subsidiaries, BIMB Investment and BIMB Securities, offer various Islamic financial services, including investment and stockbroking. For more information on the Group’s products and services, please visit www.bankislam.com.

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