

MEDIA RELEASE



For Immediate Release

BANK ISLAM ADVISES CUSTOMERS TO REMAIN VIGILANT AGAINST PHISHING AND MALWARE SCAMS

KUALA LUMPUR, Saturday [10 February 2024]: Malaysia's leading Islamic Bank, Bank Islam Malaysia Berhad (Bank Islam or Bank), reminds the public to safeguard their personal and account details from scam tactics involving phishing or malware.

Phishing is the practice of sending emails or online messages from parties pretending to be valid companies to dupe users in disclosing their personal information such as username, account numbers, debit and credit card, and other important details.

Malware is a specially designed software to collect information and spy, control, and attack personal devices such as smartphones, smartwatches, tablets, and computers. Fraudsters will install the malware onto the devices through their developed applications. Often, it looks similar to the actual application to confuse the users.

These fraudsters will then exploit stolen confidential information to manipulate the device settings, enabling access to applications, including vital platforms such as banking applications and emails.

Bank Islam reiterates that **no third party is appointed to obtain customers' information and account details**. Any changes to the information and customers' banking account can only be done on Bank Islam's official platforms, including Bank Islam Internet Banking (www.bankislam.biz), GO by Bank Islam mobile banking application or GO Biz by Bank Islam and Be U by Bank Islam.

Any downloads must be made via the official app store like Google Play Store and Apple App Store. Customers are advised to refrain from storing their banking username and password on the website browser.

Customers can practice self-control to safeguard themselves from phishing and malware scams through the following steps:

- Never disclose personal and account details, including passwords, to third parties
- Always be vigilant on application requests for access
- Never click or download texts or emails with unverified or suspicious links
- Use the two-factor authentication to guard the application's safety
- Download and update anti-virus applications to protect the device from viruses that can access applications and software
- Change passwords regularly to increase the protection of application access and software
- Monitors the account and statement to detect suspicious or unverified banking activity

Bank Islam takes proactive measures to ensure the customers' deposit and transactional accounts are safe while enforcing robust safety measures and governance compliance to the industry standard.

Bank Islam understands the importance of trust in banking relationships and is ready to provide professional and sound advice.

Reach out to Bank Islam Contact Centre at 03-2690 0900 or email contactcenter@bankislam.com.my. Alternatively, customers can call the National Scams Response Centre (NSRC) at 997 if they feel their accounts have been compromised.

About Bank Islam Malaysia Berhad (Registration No [198301002944(98127-X)])

Bank Islam is Malaysia's first publicly listed Islamic Bank on the Main Market of Bursa Malaysia. Established in July 1983 as Malaysia's first Islamic Bank, Bank Islam has 135 branches and over 900 self-service terminals nationwide. As a full-fledged and pure-play Islamic bank, Bank Islam provides banking and financial solutions that strictly adhere to the Shariah rules and principles and are committed to the ideals of sustainable prosperity and ESG values. The core subsidiaries of the Bank Islam Group are pioneers in various Islamic financial services, including investment and stockbroking, namely BIMB Investment Management Berhad and BIMB Securities Sdn Bhd. For more information on the Group's products and services, visit www.bankislam.com.

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