

MEDIA RELEASE

For Immediate Release



BANK ISLAM DEPLOYS END-TO-END MOBILE ONBOARDING CHANNEL TO PROVIDE DOOR-STEP BANKING EXPERIENCE

New service offers on-the-spot account opening and debit card issuance, eliminates the need for customers to visit the nearest branch for verification process

KUALA LUMPUR, Monday, [8 February 2021]: Bank Islam Malaysia Berhad ("Bank Islam") today charts another milestone in its digitalisation journey by becoming the first bank in Malaysia to deploy a mobile onboarding ("MOB") channel for retail customers that provides the first end-to-end account opening experience including on-the-spot issuance of debit card via appointment.

The new door-step banking service with MOB will expedite existing account opening process and enable on-the-spot account number and debit card issuance. The new service will also eliminate the requirement to have customers visit the nearest physical branch for the verification process.

MOB uses specially designed tablets fitted to allow openings of several types of Current Accounts and Savings Accounts ("CASA") as well as Al-Awfar and iGain Investment Accounts. It aims to deliver convenience and flexibility for customers while providing a safe and efficient banking experience during the ongoing pandemic and Movement Control Order ("MCO").

Bank Islam's Chief Executive Officer, Mohd Muazzam Mohamed said, "This door-step banking service is simple and convenient for the customer. It also provides security and peace of mind when banking transactions made in the presence of our dedicated personnel at customers' own space and time."

He adds, "As a Bank that emphasis on innovation and convenience, we aim to uplift our customer's experience and ensure that our products and services are in-line of the current trends and needs. The introduction of MOB is timely as COVID-19 has not only restricted

public movement but heightened the need to shift into an innovative banking service that's efficient and ensures the public's safety."

Previously Bank Islam has introduced the Virtual Account Opening ("VAO") platform where customers can fill in their information online but requires the verification process to be completed at the branch.

MOB will only take 6 minutes to complete the customer's account opening process and is free of charge. The by-appointment-only service is available nationwide, from 9:00 am to 10:00 pm daily, subject to the standard operating procedure ("SOP") set by the Government.

To make an appointment for the service, customers may fill up Bank Islam online contact form at <https://vao.bankislam.com.my/sales/>, and our personnel will contact them to confirm the application. Customers will only need to prepare their MyKad and other relevant supporting documents during the visit.

"The Bank is highly committed to adhering the SOP in place to ensure the safety of our customers and personnel at all times. That includes making sure that our personnel are in good health, the location chosen is safe and physical distancing is maintained," said Mohd Muazzam further.

For further information, please visit www.bankislam.com.

About Bank Islam Malaysia Berhad

Bank Islam Malaysia Berhad was established in 1983 as the nation's first Islamic bank. To date, the bank has a network of 144 branches and more than 900 self-service terminals nationwide. To meet the diversity of the public's financial needs, Bank Islam offers more than 70 *Shariah*-based banking products and services which cater to Muslims and non-Muslims. For more information on Bank Islam products and services, visit www.bankislam.com or call Bank Islam Call Centre at 03-26 900 900.

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