

BANK ISLAM PROVIDES A COMPREHENSIVE BANKING EXPERIENCE FROM MALAYSIA TO THE HOLY LAND

Simplified Transactions, Greater Peace of Mind for Malaysian Hajj Pilgrims

KUALA LUMPUR, Wednesday, [13 May 2026]: As an Islamic banking institution offering comprehensive Shariah-compliant solutions, Bank Islam Malaysia Berhad (Bank Islam or the Bank) understands that the Hajj pilgrimage is not merely a physical and spiritual journey, but also a lifelong trust and aspiration.

Guided by this belief, Bank Islam offers a comprehensive and integrated Hajj banking solution, accompanying pilgrims with reliable financial support and peace of mind, from preparations at home to the performance of Hajj rituals in Mecca and Madinah.

As an important strategic partner of Lembaga Tabung Haji (TH) for the 1447H Hajj Season, Bank Islam continues to strengthen its role in supporting the financial needs of Malaysian pilgrims through a specially-designed banking ecosystem that ensures smooth, efficient, and secure financial transactions. This holistic approach allows pilgrims to focus fully on their worship without concerns over financial management.

Domestically, pilgrims can make early preparations through more than 130 Bank Islam branches nationwide, including services related to Tabung Haji, fund management, and retail banking. Among the banking facilities provided are will-writing services through the appointment of an executor to facilitate estate management and administration, Takaful myClick Travel PA offering medical and personal financial protection of up to RM500,000, 24/7 emergency assistance, as well as emergency medical evacuation and repatriation benefits.

Pilgrims looking to save and invest may choose to open an Awfar account, Bank Islam's signature transactional investment product that provides fund transfer facilities, bill payments, and online purchases, while also offering opportunities to win attractive rewards through the Awfar campaign with total prizes worth RM18 million annually.

These offerings are further strengthened by Bank Islam's digital banking platforms, BIMB Mobile by Bank Islam (BIMB Mobile) and BIMB Web by Bank Islam (BIMB Web). Both digital platforms allow customers to open and monitor their accounts and complete transactions conveniently before departing for the Holy Land.

A dedicated facility for Malaysian pilgrims is the Bank Islam Visa TH Debit Card-i. Cardholders can make retail purchases using PIN verification or contactless payments at more than 60 million merchant

locations worldwide. In addition, cash withdrawals can be made more securely and conveniently at over 2.5 million Automated Teller Machine (ATM) terminals globally, including in Saudi Arabia.

Bank Islam is offering a fee waiver for cash withdrawals at VISA Plus ATMs in Saudi Arabia throughout this Hajj season. However, ATM operators may impose local transaction fees, which are beyond Bank Islam's control. This initiative helps ease pilgrims' cash management while reducing the need to carry large amounts of cash.

In addition to the Debit Card-i, Bank Islam also offers a range of Credit Card-i products featuring attractive cashback and reward points, suitable for daily spending and overseas travel. From now until 31 May 2026, new Bank Islam Credit Card-i customers can enjoy a 0% Balance Transfer facility for up to 12 months, providing greater flexibility to consolidate existing balances and reduce financing costs.

Bank Islam also facilitates the exchange of 30 foreign currencies without fees or charges via account transfers or cash transactions at Bank Islam Bureau de Change branches nationwide, including at KLIA Terminal 1 and Terminal 2, Sepang; Penang International Airport; Kota Kinabalu International Airport, Sabah; and Kuching International Airport, Sarawak.

Complementing these facilities, Bank Islam has also stationed 10 dedicated personnel at five selected locations in Mecca and two in Madinah throughout the Hajj season to assist Malaysian pilgrims requiring banking support. These personnel are prepared to handle inquiries related to banking services, card usage, and transaction issues, ensuring immediate assistance is available at the pilgrimage sites. Bank Islam support counters are located in Mecca (Abraj Al Tayseer Al Janadriyah, Abraj Al Janadriyah, Rehab Al Janadriyah, Al-Kiswah Tower Hotel, and Qasr Al Janadriyah) and in Madinah (Emmar Royale, and Anwar Al-Madinah Mövenpick).

The Group Chief Executive Officer of Bank Islam, YM Raja Datin Paduka Teh Maimunah Raja Abdul Aziz, said, "The Hajj pilgrimage is a deeply meaningful and highly anticipated spiritual journey. At Bank Islam, we are honoured to accompany pilgrims on this journey by ensuring their banking matters are managed safely, conveniently, and systematically, enabling them to perform their religious obligations with greater peace of mind and devotion."

She added that Bank Islam remains committed to supporting customers' well-being through this holistic approach while continuing to strengthen the Bank's role as a trusted banking partner for Malaysian Hajj pilgrims.

For more information on banking services for Hajj pilgrims, visit Bank Islam's support counters in Mecca and Madinah; visit any Bank Islam branch; browse the official Bank Islam website at www.bankislam.com or call our Contact Centre at +603- 26 900 900.

About Bank Islam Malaysia Berhad

Bank Islam is the first Islamic bank publicly listed on the main market of Bursa Malaysia. Established in July 1983, the Bank has over 100 branches and more than 900 self-service terminals nationwide. As a pure-play Islamic bank, Bank Islam provides retail and corporate financial solutions strictly adhering to Shariah principles. The Bank is committed to sustainable prosperity and ESG values and is an official participant of the UN Global Compact Malaysia and Brunei. Subsidiaries BIMB Investment and BIMB Securities offer Islamic investment and stockbroking services.

For more information, visit www.bankislam.com or contact the Media Relations team at media@bankislam.com.my.