

MEDIA RELEASE

For Immediate Release



BANK ISLAM TEMPORARILY SHUTS LAHAD DATU BRANCH

Thorough sterilisation and disinfection of the branch were conducted to protect the wellbeing of customers and employees

KUALA LUMPUR, Sunday, 11 October 2020: Bank Islam Malaysia Berhad ("Bank Islam") is temporarily closing its Lahad Datu Branch in Sabah, including its self-service terminals effective immediately until further notice. The branch closure is part of the precautionary steps taken after an employee tested positive for COVID-19. The staff is currently undergoing treatment at a government hospital.

The employee and her immediate family underwent home quarantine since 28 September 2020 after a recent trip to Tawau. The step is taken in accordance with Bank Islam's safety and health guidelines on COVID-19.

Bank Islam has conducted thorough sterilisation and disinfection of the branch, including its common facilities today. The Bank has also undertaken contact tracing measure to identify and inform individuals who had direct contact with the employee and advising them to undergo medical screening and home quarantine.

Bank Islam's Chief Executive Officer, Mohd Muazzam Mohamed said, "Bank Islam wishes to assure its employees and customers that their safety and health is paramount, and the Bank is undertaking strict measures to prevent the potential spread of the virus. We have a sound business continuity plan to ensure that operations are not affected by this outcome. All necessary precautions and awareness have been done consistently by the Bank since the outbreak. We will continue to monitor the situation and committed to continuing the preventive measures until a cure found."

"I would also like to assure our customers that all our premises are clean and safe following the sanitation works and sincerely regret any inconvenience caused in the course of undertaking these necessary precautions," he added.

In the meantime, Bank Islam encourages customers to use our digital banking services platforms, including GO by Bank Islam mobile app or Bank Islam Internet Banking (<https://www.bankislam.biz>). Considering the current situation in Sabah, the Bank will waive the MEPS fee so that customers are free to conduct their withdrawals at the ATMs of any banks closest to their homes during this Targeted Enhanced Movement Control Order (TEMCO) period. Customers are also advised to refer our social media platforms for updates.

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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