

BANK ISLAM COMMITS TO IMPROVING INTERNAL CONTROLS AND DIGITAL BANKING EXPERIENCE

KUALA LUMPUR, Wednesday, [30 July 2025]: With reference to Bank Negara Malaysia's (BNM) statement on the Administrative Money Penalty (AMP), Bank Islam Malaysia Berhad (collectively Bank Islam or the Bank) wishes to state that remedial measures were taken to improve internal controls relating to sanctions screening.

In addition, the Bank wishes to extend its sincere regret for the service disruptions and unplanned downtime to its critical systems for the period stated in the AMP, which impacted its customers in conducting their banking transactions and caused inconvenience.

Bank Islam has invested and will continue to invest towards digital transformation, which enabled the best practices, architecture and infrastructure implementation to support the dynamic change in the digital landscape as the Bank is committed to improving customers' digital experience. A major milestone of this investment was the development and ahead-of-schedule launch of the cloud-native digital platform for the new BIMB Web and Mobile app in November, enriching customers' digital experience to a more secure, user-friendly and responsive digital service.

The Bank has strengthened its internal controls and real-time system monitoring to minimise the risk of downtime and ensure faster response to technical issues. These measures support its broader goal of delivering reliable, future-ready banking services as Bank Islam commits to improving its operational resiliency to deliver an excellent customer digital experience.

Bank Islam remains resolute in its purpose to serve with integrity, promote financial inclusivity, and uphold the trust placed in it. The Bank views this experience not as a setback but as an opportunity to grow stronger, communicate more transparently, and build an even more resilient institution.

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 135 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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