

## **BANK ISLAM HEROES PREVENT SCAMS**

*Saved More than RM11 Million in 2023*

**KUALA LUMPUR, Thursday, [21 March 2024]:** In a remarkable display of vigilance and customer dedication, Bank Islam Seremban Branch Manager Azizah Ahmad and Wangsa Maju Branch Service Ambassador Nurul Syafiqah Nasarudin intercepted scam attempts, saving customers from significant financial losses.

During a routine day at Bank Islam Seremban Branch, Manager Azizah Ahmad went above and beyond to protect one of her regular customers. Azizah swiftly intervened to rescue RM272,000 from the clutches of scammers targeting the unsuspecting client.

Azizah recounts the incident: "It was a Friday when the customer visited our branch to sign her approved offer letter for personal financing. Initially, everything seemed normal given her good track record as an existing customer." However, a few hours later, the customer called to report an unknown transaction, leaving only RM19 in her account. Azizah took immediate action.

Further investigation revealed a distressing ordeal: the customer had been harassed by scammers masquerading as authority figures, coercing her to drain her savings under the pretenses of clearing her record. Azizah's quick thinking prevented further financial harm by advising the customer to pause the personal finance transaction.

Meanwhile, Service Ambassador Nurul Syafiqah Nasarudin also became a hero in preventing a scam at Bank Islam Wangsa Maju Branch. Nurul Syafiqah noticed unusual behaviour from a customer attempting to transfer RM100,000 in ASNB funds. Her keen instincts and training kicked in when the customer displayed nervousness and evasiveness.

Upon questioning, the customer revealed he had received suspicious calls instructing him to open a new account and transfer his funds. Nurul Syafiqah, along with Assistant Branch Manager, A Hakim A Rahman, promptly intervened, uncovering the ongoing scam calls.

Bank Islam Group Chief Operating Officer Mohamed Iran Moriff Mohd Shariff commended Azizah and Nurul Syafiqah for their swift actions, highlighting the Bank's

commitment to protecting customers. "Bank Islam remains dedicated to shielding customers from scams. Our internal systems and trained staff actively combat fraud in online transactions and at our branches," he emphasised.

In 2023 alone, Bank Islam successfully prevents more than RM11 million in potential scams, aligning with Bank Negara Malaysia's security measures. These measures include:

- Strengthening fraud detection rules.
- Transitioning from SMS one-time passwords (OTP) to a more secure authentication method.
- Implementing verification and cooling-off periods for e-banking services.
- Allowing registration on a single mobile or secure device.
- Providing a dedicated 24/7 complaint channel for customers.

Mohamed Iran emphasised the importance of education in combating scams: "Scammers are adept at manipulation and constantly evolve their tactics. It's crucial to understand the impact on victims and the psychology of scammers." Bank Islam aims to protect against evolving scam tactics by educating customers and remaining vigilant.

Bank Islam continues its steadfast commitment to customer safety, leveraging advanced technology and a proactive team to safeguard against scams. As a trusted Islamic financial institution, Bank Islam remains dedicated to ensuring its valued customers' security and peace of mind.

---

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

Bank Islam is the first Islamic bank publicly listed on 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 UN Global Compact Malaysia and Brunei participant. Bank Islam's core subsidiaries, BIMB Investment and BIMB Securities offer Islamic financial services, including investment and stockbroking. For more information on the Group's products and services, please visit [www.bankislam.com](http://www.bankislam.com).

For further information, please email Bank Islam Group's Media Relations team at [media@bankislam.com.my](mailto:media@bankislam.com.my).

