

## **BANK ISLAM WARNS OF SCAMMERS ON SOCIAL MEDIA**

**KUALA LUMPUR, Wednesday, [18 June 2025]:** Bank Islam Malaysia Berhad (Bank Islam or the Bank) wishes to alert the public and its customers to be extra vigilant of fraudulent SMS, WhatsApp messages, and social media accounts impersonating Bank Islam's Al-Awfar account and BIMB Mobile banking app (BIMB Mobile).

The Bank has observed an increase in scam attempts through SMS, messaging apps, and unofficial websites that impersonate Bank Islam or its representatives. These deceptive messages often urge recipients to click on suspicious links or download unauthorised applications, such as mobile apps not from official app stores.

Customers are strongly advised not to trust, click or respond to these attempts as these may be phishing efforts designed to steal sensitive personal or banking details.

While campaign announcements may be promoted on Bank Islam's official social media channels, all entries, submissions, or participation for Al-Awfar are conducted strictly through official Bank Islam platforms. All legitimate Al-Awfar entries are managed solely through official Bank Islam channels.

Bank Islam reiterates that all official information related to campaigns, promotions, or banking products will only be shared through the following official channels:

- Official Website: [www.bankislam.com](http://www.bankislam.com)
- Official social media accounts:
  - i. Facebook: Bank Islam Malaysia Berhad
  - ii. Instagram: bankislam
  - iii. X: myBankIslam
  - iv. LinkedIn: Bank Islam Malaysia Berhad
  - v. TikTok: Bank Islam Malaysia Berhad

To stay protected, customers are strongly advised to observe the following precautions:

- Be cautious with clickable links.
- Only download BIMB Mobile and BIMB Biz apps from Google Play, Apple App Store and Huawei AppGallery.
- Always log in to your banking account through Bank Islam's official platforms:
  - a. For individual customer: BIMB Mobile banking app or [web.bimb.com](http://web.bimb.com) for Internet banking.
  - b. For business customers: BIMB Biz mobile banking app or eBanker Pro.
- Always verify the security image and phrase before entering your password.
- Never share personal information such as logins or passwords with anyone, including Bank Islam's employees.

- In the event of suspected fraud, activate the Kill Switch feature in the BIMB Mobile app to immediately freeze your account and prevent further unauthorised activity.

Bank Islam always prioritises data security and customer interests. The Bank will never request personal or sensitive information through websites, social media accounts, SMS or WhatsApp messages for any campaign. All campaign promotions are conducted exclusively through Bank Islam's official platforms.

Customers wishing to open a Bank Islam or Al-Awfar account online are advised to use only the Virtual Account Opening (VAO) platform, which is a secure and authorised channel provided by the Bank. VAO ensures a seamless and safe onboarding experience. To access the platform, customers can go directly to the VAO page at <https://vao.bankislam.com.my>.

For guidance on how customers can securely set up their BIMB Mobile banking account, kindly refer to the official step-by-step guide available at <https://bimb.com/set-up-your-account-bimb-account>. This resource provides clear instructions to help ensure a safe and secure onboarding process through Bank Islam's authorised channels.

The public and customers are also urged to report any suspicious activities involving the misuse of Bank Islam's brand or unusual account activity to Bank Islam Contact Centre at 03-26 900 900 or email [contactcenter@bankislam.com.my](mailto:contactcenter@bankislam.com.my) or the National Scam Response Centre at 997 for further action.

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**Disclaimer:**

Bank Islam shall not be held responsible for any losses arising from interactions with unauthorised parties or platforms impersonating the Bank. Customers are reminded to always verify the authenticity of any communication claiming to be from Bank Islam. This advisory is accurate as of 18 June 2025. Bank Islam reserves the right to update its notices based on evolving fraud trends.

**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](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)