

DECOMMISSIONING OF GO BY BANK ISLAM AND WWW.BANKISLAM.BIZ

Customers urged to switch to BIMB Mobile and BIMB Web to avoid service disruption.

KUALA LUMPUR, Wednesday, [4 June 2025]: Bank Islam Malaysia Berhad (Bank Islam) will officially retire its legacy mobile banking app, GO by Bank Islam, and Internet banking platform www.bankislam.biz, effective 28 June 2025.

Since the November 2024 launch of the new and enhanced BIMB Mobile banking app (BIMB Mobile) and BIMB Web (web.bimb.com), more than 90% of the existing user base have successfully migrated to the new digital banking platforms.

This overwhelming adoption has fast-tracked the decommissioning deadline from 28 November 2025 to 28 June 2025, six months ahead of schedule, reinforcing Bank Islam's commitment to delivering a seamless and secure banking experience. BIMB Mobile has garnered strong user approval, reflected in its ratings of 4.8 on App Store, 4.7 on Google Play Store and 4.0 on Huawei AppGallery.

To ensure uninterrupted access to their digital banking services, customers are strongly urged to transition to the new platforms immediately. The upgraded and enhanced solutions offer improved functionality, greater security including biometric login and secure transaction authentication and an intuitive interface, reflecting Bank Islam's commitment to continuous digital innovation and customer-centric service.

BIMB Mobile delivers a refreshed digital experience with a sleek interface, robust performance, and strengthened safety features upgrades, including biometric login and secure transaction authentication.

With just a few simple taps, customers can seamlessly manage essential banking services, such as balance enquiries, fund transfers, bill payments, DuitNow QR transactions, zakat contributions, Debit Card-i maintenance and the newly added Bank Islam Gold Account-i.

To further enhance its digital offerings, Bank Islam will introduce several powerful new features in BIMB Mobile, including:

- **Cross-border QR Payment:** enabling QR-based payments in selected countries.
- **Seamless Onboarding for New-to-Bank Customers:** allowing account opening and activation without visiting a Bank Islam branch.
- **Overseas Fund Transfer:** offering secure and convenient international remittance services.
- **BIMB Mobile Lite:** where financial literacy begins, empowering young, digital-native customers to independently manage their accounts as early as 12 years old.

Existing GO by Bank Islam users or new Bank Islam customers can now download BIMB Mobile from the Apple App Store, Google Play Store, or Huawei AppGallery to unlock an enhanced banking experience. The BIMB Mobile App requires a minimum operating system of iOS 10 for iPhone users and Android 13 for Android users to ensure optimal performance and security.

For technical assistance during the migration, customers may contact the Bank Islam Contact Centre at 03-26 900 900 or email contactcenter@bankislam.com.my.

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 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.

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