

## **BANK MUAMALAT MALAYSIA BERHAD**

### **e-Banking Charter**

Bank Muamalat Malaysia Berhad (“BMMB”) is committed to ensuring that the products and services provided to you via our website located at <http://www.muamalat.com.my/> (BMMB Corporate website), <https://www.i-muamalat.com.my> (i-Muamalat) and <https://ibiz.muamalat.com.my> (iBiz Muamalat) are reliable, convenient and effective.

Therefore, BMMB is highly committed to providing:

#### **1. Security**

Security is of utmost importance to us and we are committed to protecting the security of the operations of Internet Banking. Our security measures are continuously monitored and reviewed to protect, secure and safeguard your transactions.

#### **2. Privacy and Confidentiality of Personal Data**

We take all reasonable precautionary measures to protect and safeguard the privacy of your personal, banking and financial information as well as any other information that you have shared with us. Our security measures are continuously monitored, reviewed and tested periodically by us. For further details, please read our Privacy Policy at BMMB Corporate Website.

#### **3. Reliable and Quality Services**

We are highly committed to ensure that customers received the reliable and high-quality services of Internet Banking. We shall ensure that the deployment of our hardware, software and equipment are only handled by qualified and trained personnel. All authorised employees involved in providing the services are fully trained with the necessary required skills to provide a better service to you.

#### **4. Transparency of Products and Services**

We shall ensure in the best possible way that information on all products and services are transparent and accurate. We shall not provide misleading or convey false representation with regard to the products and services that we offer to you. We also ensure of fair and accurate disclosures to users at all times.

## **5. Prompt Response for Customer Enquiries and Complaints**

We constantly strive to maintain the highest level of services and welcome your suggestions, comments, feedback, enquiries, or complaints that you may have in respect of our products or services. We will ensure that relevant steps are taken to resolve your complaints promptly. You may visit the “Contact Us” page to reach us.