

BANK ISLAM EXPANDS AGENT BANKING SERVICES TO EAST MALAYSIA

KUALA LUMPUR, Wednesday, [26 February 2025]: Bank Islam Malaysia Berhad (Bank Islam or the Bank) continues to enhance financial inclusion with the expansion of its agent banking services to four locations in East Malaysia, beginning 24 February 2025. The Ejen Bank Berdaftar (EBB) Bank Islam initiative corresponds with the Bank's commitment to providing accessible and convenient Shariah-compliant banking solutions to underserved communities.

The new EBB Bank Islam locations are strategically located at Ar-Rahnu YaPEIM outlets in Semporna, Sipitang and Kota Belud, Sabah, and Lawas, Sarawak. This expansion enables greater banking access for local communities, eliminating the need to travel between 50 and more than 100 km to the nearest Bank Islam branch or self-service terminals. Through Ar-Rahnu YaPEIM, as the Bank's appointed banking agent, customers can perform essential banking transactions such as cash deposits, withdrawals, and mobile reloads.

Bank Islam Group Chief Operating Officer & Group Chief Sustainability Officer Mohamed Iran Moriff Mohd Shariff said, "The expansion of EBB Bank Islam reflects our dedication to fostering financial inclusion across Malaysia. Our strategic collaboration with Yayasan Pembangunan Ekonomi Islam Malaysia (YAPEIM) under Koperasi YaPEIM Berhad (KYB) via its Ar-Rahnu YaPEIM (ARY) branches and MESRA RETAIL & CAFÉ SDN. BHD. (MESRA) (a subsidiary of PETRONAS Dagangan Berhad) through its Kedai Mesra outlets, allows us to bring essential banking services closer to communities with limited access to traditional banking facilities."

He adds, "Transactions at our banking agent premises are conducted in real-time, recorded electronically, and securely managed, ensuring the interests of all stakeholders, namely the customers, agents and Bank. Customers can visit EBB Bank Islam outlets to enjoy seamless banking services without incurring additional costs."

Since its inception in 2019, EBB Bank Islam has provided convenience to thousands of customers, particularly in rural areas. Currently, there will be 37 agents, including 4 new deployments under EBB Bank Islam nationwide, with a target to increase this number to 50 by the end of 2025, focusing on growth by appointing more agents in Sabah and Sarawak.

"Expanding into East Malaysia marks a significant milestone for the Bank in broadening financial accessibility and empowering local economies. Our expansion complements Bank Islam's digital banking offerings, allowing customers to choose between in-person or online transactions, depending on their preferences and needs. We also encourage our customers to perform their banking transactions electronically for enhanced convenience and security. In line with the Bank's digital transformation

efforts, Bank Islam has recently launched a new mobile banking platform, BIMB Mobile, replacing the older GO by Bank Islam mobile app and the new Internet Banking platform, BIMB Web. Almost 1 million customers have already migrated to the new system,” Mohamed Iran stated.

In conjunction with the commencement of the new service, Bank Islam is organising an EBB roadshow at Ar-Rahnu YaPEIM Sipitang and Lawas from 24 to 25 February 2025, in Semporna from 25 to 26 February 2025, and in Kota Belud from 26 to 27 February 2025.

For more information about EBB Bank Islam’s services and locations, please visit www.bankislam.com or contact Bank Islam Contact Centre at 03-26 900 900.

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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