

MEDIA RELEASE

For Immediate Release



BANK ISLAM UNVEILS NEW DIGITAL BANKING PLATFORMS

BIMB Mobile and BIMB Web redefine customer experience

KUALA LUMPUR, Thursday, [21 November 2024]: Bank Islam Malaysia Berhad (Bank Islam or the Bank) today unveiled its new cutting-edge digital banking platforms, BIMB Mobile banking app (BIMB Mobile) and BIMB Web (web.bimb.com), marking a bold leap to offer an improved user experience, seamless navigation and enhanced security for over four million customers nationwide.

Designed to meet customers' evolving banking needs, both platforms offer a comprehensive suite of full-fledged tools that empower users to manage their finances with confidence and ease. With enhanced securities, personalised features, and a sleek, intuitive design, the new platforms deliver a convenient, tailored banking experience, enabling customers to take complete control of their transactions anytime, anywhere.

The BIMB Mobile and BIMB Web release marks a key milestone in Bank Islam's digital transformation journey, offering advanced new features and enhanced functionalities that meet market needs and industry best practices. In addition, both platforms provide improved services, a technology stack, and an operational infrastructure that focuses on convenience and enhances stability and security.

Bank Islam Group Chief Operating Officer, Mohamed Iran Moriff Mohd Shariff, said the new digital banking platforms are designed with scalability in mind, with expanded and more stabilised capabilities than previous services.

"Encouraged by customer feedback, we have designed the platforms with a modern interface and advanced features that deliver an amplified user experience tailored for today's digital lifestyle, regardless of digital proficiency. The new features also embrace the concept of branchless banking, offering unparalleled convenience for our customers," he explained.*

The new platforms provide Bank Islam with greater agility and ability to deploy upgrades and expansions, such as increasing capacity or new features, to fulfil future market needs and traffic growth. The Bank is optimistic its customers will be excited to migrate to the new platforms and share their feedback as it continuously refines its features and strengthens overall customer satisfaction.

The previous GO by Bank Islam app (GO) served over 1.9 million active users for approximately five years. As of October 2024., the total volume of Bank Islam's customers' online transactions was 5.9 billion, including 3.5 billion on Bank Islam Internet Banking (IB, www.bankislam.biz).

Existing GO users or new Bank Islam customers can now download the new app from the Apple App Store, Google Play Store, or Huawei AppGallery to enjoy an enhanced banking experience. In the meantime, the current GO and IB platforms will remain accessible, ensuring uninterrupted service while customers migrate to the new platforms. GO and IB will fully retire in November 2025.

For more information, please visit www.bimb.com or email bimb.commandcentre@bankislam.com.my for support.

**Note: The Factsheet provides information on the new services and features in BIMB Mobile and BIMB Web.*

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 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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