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Unavailability of Selected AmBank Services

Customer FAQs

General

Q1: When will the banking service disruption take place?

- A1: The service disruption/downtime will take place in two phases:
- 1) Phase 1: Saturday, 15 August 2015 from 12.00am to 6.00am.
 - 2) Phase 2: Sunday, 16 August 2015 from 12:00am to 10.00pm.

Services

Q2: On Saturday 15 August from 12.00am to 6.00am, which services are affected?

- A2:
- 1) Self Service Machines [Automated Teller Machines (ATM), Cash Deposit Machines (CDM), Transactions via MEPS shared ATM networks].
 - 2) Internet & Mobile Banking including Online Payment Services.
 - 3) AmBank and AmBank Islamic Credit Card payment services only.
 - 4) AmBank ATM Card/Debit Card transactions via over the counter payment retail purchases and online purchases over the internet.
 - 5) Self Service Phone Banking Facilities.

Q3: On Saturday 15 August from 12.00am to 6.00am, which services are available?

- A3:
- 1) Self Service Machines – All Cheque Deposit Machines only.
 - 2) Internet & Mobile Banking – viewing of balances and transactions history only.
 - 3) AmBank and AmBank Islamic Credit Card Services retail transactions, online purchases and other credit card enquiries via Contact Centre.

Q4: On Sunday 16 August from 12.00am to 10.00pm, which services are affected?

- A4:
- 1) Branch Banking/Counter Services at branches opened on Sunday.
 - 2) Self Service Machines [Automated Teller Machines (ATM), Cash Deposit Machines (CDM), Transactions via MEPS shared ATM networks].
 - 3) Internet & Mobile Banking - Online payment services.
 - 4) Self Service Phone Banking Facilities.
 - 5) AmBank ATM Card/Debit Card transactions via over the counter payment retail purchases and online purchases over the internet.

Q5: On Sunday 16 August from 12.00am to 10.00pm, which services are available?

- A5:
- 1) Self Service Machines – All Cheque Deposit Machines (CQM) only.
 - 2) AmBank and AmBank Islamic Credit Card Services retail transactions, online purchases and other credit card enquiries via Contact Centre via Contact Centre and branches offering Sunday Banking.

Q6: For any enquiries, who should I contact?

- A6: You may call our Contact Centre at 03-2178 8888 or 1300 80 8888 for enquiries.

Automated Teller Machines (ATMs)

Q7: Can I use my ATM card to withdraw money at other Bank's ATM machine?

- A7: No. Your AmBank ATM card will not be accessible at other Bank's ATM machine during the scheduled downtime.

Q8: What should I do if I were to lose my ATM, Debit Card or Credit Card during the scheduled downtime?

- A8: If this were to happen during the downtime, kindly call our Contact Centre at 03-2178 8888 or 1300 80 8888 to make a report and we will make the necessary arrangements to have the card cancelled and replaced.

Credit Cards

- Q9: My credit card bill is due for payment on 15 / 16 August 2015. When should I make the payment to avoid from being charged with any penalties?**
- A9:** It is advised that credit card bills are settled before 15 / 16 August 2015 to avoid late payment charges.
- Q10: If I were to lose my credit card during the scheduled downtime, can the Contact Centre cancel the card?**
- A10:** If this were to happen during the downtime, kindly call our Contact Centre at 03-2178 8888 or 1300 80 8888 to make a report and we will make the necessary arrangements to have the card cancelled and replaced.

Cheque Deposit Machines (CQMs)

- Q11: Can I bank in any cheques at the Cheque Deposit Machine (CQM) during the service disruption?**
- A11:** Yes, you are able to bank in cheques at the Cheque Deposit Machine (CQM). However, note that as the system will be operating on an offline mode, only the account number will be displayed and the recipient's name will not appear on the CQM screen.

Branches

- Q12: Which branches are affected during the disruption?**
- A12:** East Coast branches that are opened on Sunday and branches in Klang Valley that offers Weekend Banking are affected during this disruption.
The affected branches are:
East Coast:
- 1) Jalan Sultan Ibrahim branch (Kota Bahru)
 - 2) Jalan Masjid Lama branch (Pasir Mas)
 - 3) Jalan Lim Teck Wan branch (Dungun)
 - 4) Jalan Tuan Hitam branch (Jerteh)
 - 5) Jalan Sulaiman branch (Kemaman)
 - 6) Jalan Sultan Ismail branch (Kuala Terengganu)
- Klang Valley:
- 1) Berjaya Times Square branch (WP Kuala Lumpur)
 - 2) Putrajaya branch (WP Putrajaya)
- Q13: Which are the branches that will be closed on Sunday, 16 August 2015?**
- A13:** **Berjaya Times Square** branch and **Putrajaya** branch will be closed for the whole day on Sunday, 16 August 2015.

- Q14: What type of services will be available in the affected branches during the downtime?**
- A14:** There will be limited services available at the branches counters during the disruption. The services available are:
- 1) CASA deposit either by cash/cheque deposit/house cheque.
 - 2) FD Placement either by cash/house cheque/cheque deposit.
 - 3) LOC/Credit card payment.
 - 4) HP loan/MBS loan/CLS loan/Housing Loan payment.
 - 5) Account opening forms acceptance & other maintenance requests.

Internet Banking

Q15: For Internet Banking, how do I view my balance and enquiries?

A15: Viewing of balances and enquiries, can still be made by using the following URLs:

1. AmOnline – <https://ambank.amonline.com.my>
2. AmGenie – <https://mobile.amonline.com.my>
3. e-AmBiz – <https://e-ambiz.com.my>
4. e-AmPayDay – <https://epayday.e-ambiz.com.my>
5. EIPP – <https://procoll.e-ambiz.com.my>
6. AmeSecurities – <https://amesecurities.com.my>
7. AmTrade – <https://trade.e-ambiz.com.my>