



# Unavailability of Selected AmBank Services on 21 May 2016

## Customer Frequently Asked Questions (FAQs)

### Services

**Q1: When will the banking service disruption take place and what services are affected?**

**A1:** The service disruption/downtime will take place on Saturday, 21 May 2016 from 12:00am to 8:30am.  
The affected services are:

- 1) Self-Service Machines [Automated Teller Machines (ATM), Cash Deposit Machines (CDM), Transactions via MEPS shared ATM networks].
- 2) Internet & Mobile Banking services.
- 3) AmBank and AmBank Islamic Credit Card repayment services.
- 4) AmBank Prepaid Card top-up/reload services only.
- 5) AmBank Debit Card transactions via over the counter retail purchases and online purchases over the internet.
- 6) Self-Service Phone Banking Facilities.

**Q2: Will normal services resume after 8:30am?**

**A2:** Yes, normal services will resume after 8:30am.

**Q3: For any enquiries, who should I contact?**

**A3:** You may call our Contact Centre at 03-2178 8888 or 1300 80 8888 for enquiries.

### **Automated Teller Machines (ATMs)**

**Q4: Can I use my AmBank ATM/Debit Card to withdraw money at other Banks' ATM machines?**

**A4:** No. Your AmBank ATM/Debit Card will not be accessible at other Banks' ATM machines during the scheduled downtime.

**Q5: What should I do if I lost my ATM or Debit Card during the scheduled downtime?**

**A5:** 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**

**Q6: My Credit Card bill is due for payment on 21 May 2016. When should I make payment to avoid from being charged with any penalties?**

**A6:** You are advised to make payment before 21 May or after 8:30am on 21 May.

**Q7: If I lost my Credit Card during the scheduled downtime, can Contact Centre cancel my Card?**

**A7:** 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)**

**Q8: Can I bank in any cheques at the Cheque Deposit Machine (CQM) during the service disruption?**

**A8:** Yes, you are able to bank in cheques at the Cheque Deposit Machine (CQM). However, please take note that as the system will be operating on offline mode during the service disruption, only the account number will be displayed and the recipient's name will not appear on the CQM screen.