

Unavailability of Selected Banking Services on 19 & 20 August 2016

Customer Frequently Asked Questions (FAQs)

Q1: When will normal services resume for Automated Teller Machine (ATM) and Cash Deposit Machine (CDM)?

A1: All ATM and CDM services will resume on Saturday, 20 August 2016 after 7:00pm.

Q2: Will I be able to perform any banking transactions via AmOnline during the scheduled downtime?

A2: Yes, you will be able to perform your banking transactions via AmOnline. However, Instant Interbank Fund Transfer (IBFT), First Time Login and Resetting of Password services via AmOnline will not be available during the scheduled downtime.

Q3: Can I use my AmBank ATM/Debit Card to withdraw money at other Banks' ATM machines during the scheduled downtime?

A3: No. Your AmBank ATM/Debit Card cannot be used at other Banks' ATM machines during the scheduled downtime.

Q4: Can I use my Debit Card for retail or online purchases during the scheduled downtime?

A4: No, Debit Cards cannot be used for retail or online purchases during the scheduled downtime.

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

A5: Kindly call our Contact Centre at 03-2178 8888 to make a report and we will make the necessary arrangements to have the Card blocked and replaced.

Q6: Are Credit Card services affected during this period?

A6: No, Credit Card services are not affected during this period.

Q7: Will Touch 'n Go top-up service via all Self-Service Machines be available during the scheduled downtime?

A7: Touch 'n Go top-up service via all our Self-Service Machines will no longer be available effective 20 August 2016.

Q8: Which branches will be opened on Saturday, 20 August 2016?

A8: 47 branches will be opened on Saturday, 20 August 2016 from 9:30am – 12:30pm to cater to your banking needs. Please refer to the list below for participating branches.

No.	Branch	No.	Branch
1	Jln Yap Kwan Seng	25	Penang Liang Court
2	Berjaya Times Square	26	Bukit Mertajam
3	OUG	27	Sungai Bakap
4	USJ Taipan	28	Ipoh - Green Town
5	Petaling Jaya SS2	29	Teluk Intan
6	Port Klang - Wisma Palmbase	30	Sitiawan
7	Shah Alam - Section 15	31	Taiping
8	Rawang Country Homes	32	Alor Setar
9	Setapak	33	Sungai Petani
10	Bandar Manjalara	34	Kangar
11	Kuantan - Jln Beserah	35	Batu Pahat - Jln Rahmat
12	Mentakab	36	Skudai
13	Kuala Terengganu	37	Johor Jaya
14	Kota Bharu	38	Kluang
15	Jerteh	39	Johor Bahru - Melodies Garden
16	KK - Metro Town	40	Kota Tinggi
17	Sandakan	41	Melaka - Jln Munshi Abdullah
18	Miri - Beautiful Jade Centre	42	Muar
19	Tawau	43	Segamat
20	Lahad Datu	44	Seremban - Jln Pasar
21	Kuching - Jln Abell	45	Bandar Mahkota Cheras
22	Sibu - Jln Tunku Osman	46	Kajang
23	Bintulu	47	Putrajaya
24	Jelutong		

Please click [here](#) to view branches' contact details.

Q9: Who should I contact if I have further enquiries?

A9: For enquiries, you may proceed to your nearest AmBank/AmBank Islamic branch, visit ambank.com.my or call our Contact Centre at 03 2178 8888.