

AmAccess Corporate e-Banking Charter

1. Introduction

AmBank (M) Berhad (Company No. 8515-D) & AmBank Islamic Berhad (Company No. 295576-U (collectively referred to as “the Bank”) is committed to ensuring the security, confidentiality and convenience when delivering our financial products and services (“AmAccess Corporate”) to our customer.

2. Safe and Secure Operations

The Bank has taken reasonable steps to safeguard our customers’ data during preparation, transmission and processing. Please view our [Security Statement](#) as part of our commitment towards ensuring the safety, integrity and security of AmAccess Corporate.

3. Confidentiality

The Bank values public trust and confidence in the products and services offered to customers. All customer data is classified as confidential and is only be disclosed by us where permitted by law, regulations and /or where otherwise legally compelled to do so. Personal data will be protected against unauthorised or accidental access, processing or erasure.

The Bank has privacy standards in place to protect vital customer information within the online environment. Please view our [Privacy Policy](#) for details on our commitment towards ensuring our client's privacy.

4. Accuracy

The contents of the Bank’s portal will be updated and reviewed from time to time in our endeavor to maintain its correctness.

5. Reliable and Quality Services

The Bank is committed at all times towards providing reliable and quality services and shall continually innovate and offer services and products that are tailored to our customer’s needs.

The Bank will ensure our employees in are equipped with the necessary expertise and skills.

6. Transparency of Products and Services

The Bank is committed to ensuring that any disclosure of our products and services is fair and accurate and the Bank shall not engage in deceptive, misleading or false representations with regards to the products and services that the Bank offered.

7. Queries, Concerns or Complaints

Any queries, concerns, complaints or suggestion that will help the Bank to identify inadequacy or enhance on our products and services offering to serve your needs better, please address to us. Click [here](#) for AmAccess Corporate contact information.