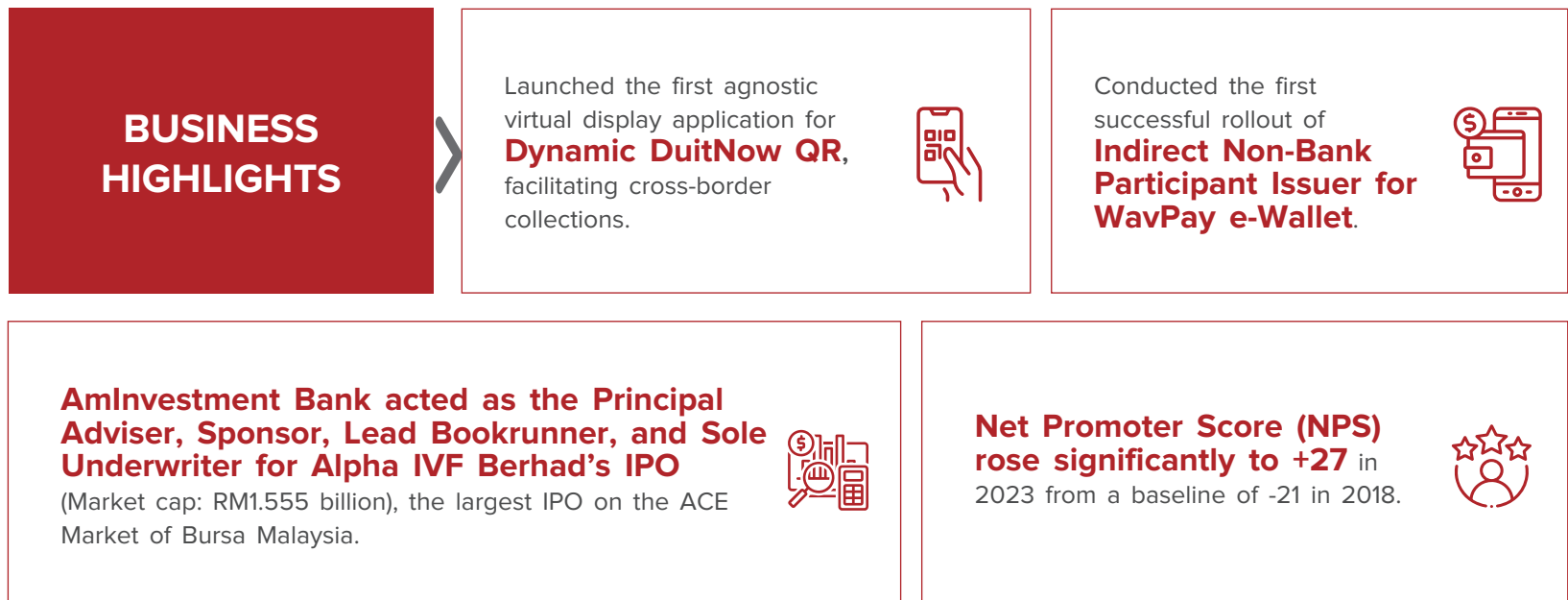
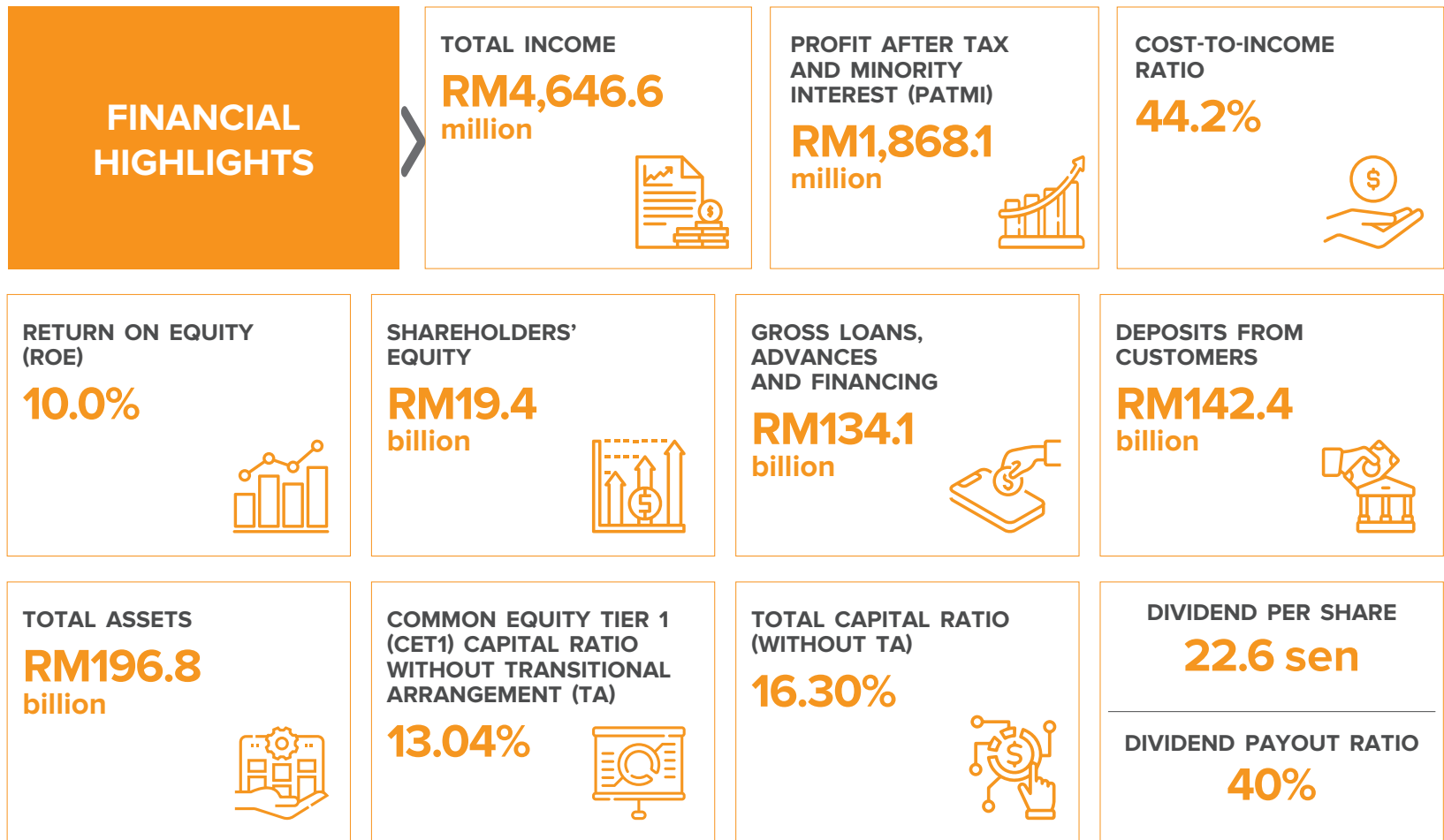


# Our Performance Highlights at a Glance



## SUSTAINABILITY HIGHLIGHTS

### RESPONSIBLE BANKING

Recorded a **15% increase** in registered users on our AmOnline platform



Recorded an **81%** Customer Satisfaction Score (CSAT)



Supported **iTEKAD programme**, for **168 asnaf** microentrepreneurs



Disbursed a total of **RM5,623 million**



in loans and financing for affordable housing loans/financing schemes, providing homes for the community

More than **25,000 businesses trained/participated**

in AmBank BizCLUB, BizCONFERENCE and BizRACE



### CONSCIOUS SELF-CONDUCT

**6,284 employees**

completed training on Sustainability 101



**33%** of our Board members are women



\* as at 31 March 2024

Maintained a **participation rate of 98%** in our Employee Engagement Index (EEI) survey



Jangan Kena Scam Awareness Campaign:

**2.1 million impressions**



Introduced an **Employee Resource Group (ERG)**

named Ladies at Work (L@W)



Achieved **36% GHG emissions reduction**

against 2019 baseline with carbon reduction initiatives for enterprise operations



Onboarded **170 vendors**

onto the Pantas Greening Value Chain (GVC) Programme



### POSITIVE SOCIETAL IMPACT

A total of **RM17.5 million** contributed to Zakat



Established the **AmBank Volunteer Network (AVN)**

to streamline volunteer initiatives across the Group

