



AmBank Group

MEDIA RELEASE

4 October 2022

AmBank Intensifies Online Security Features to Safeguard Against Financial Scams ***Features Are In line with Bank Negara Malaysia's (BNM) steer of five additional security measures***

AmBank has ramped up its online security features in its continuous efforts to combat financial fraud and scams. This in line with Bank Negara Malaysia's (BNM) recent steer of five additional preventive security measures to strengthen safeguards against financial scams.


Dato' Sulaiman Mohd Tahir, Group Chief Executive Officer, AmBank Group said "AmBank is resolute in supporting BNM's efforts in combating financial scams. Progressively, the bank will enhance existing security measures as well as introduce new safety features to help protect customers against being scammed. We are also ensuring all the appropriate measures and controls are in place, in mitigating any issues relating to frauds and scams."

"Rest assured, protecting our customers' funds and safeguarding online banking transactions is our utmost priority. We urge customers who are facing any dubious transactions to call our fraud reporting channel via the Contact Center which is available 24/7 or to make use of the Report Fraud function available in our AmOnline Web and App to suspend their internet banking," he added.

Issued by Media Relations Unit, Group Corporate Communications & Marketing, AmBank Group
Level 46, Menara AmBank, 8, Jalan Yap Kwan Seng, 50450 Kuala Lumpur


 ambankgroup.com

 AmBank

 [ambankmy](https://www.instagram.com/ambankmy)

 AmBankMY

Customer Care:

 03-2178 8888

 customercare@ambankgroup.com



AmBank Group

MEDIA RELEASE

The Bank is on track to migrate from SMS OTP to a more secured authentication method, together with other enhancements to further strengthen the security features set to be available on AmBank online banking channels by June 2023.

AmBank already restricts authentication of online banking transactions to only a single mobile device which has to be linked to an AmSecure token.

As part of the bank's ongoing efforts to continuously enhance the security features, a cooling-off period will be introduced for first time enrolment of AmOnline and any device change request. During this period, customers will not be able to perform any financial transaction. This shall provide sufficient time for customer to verify and report any suspicious activity in their account.

We wish to advise our customers to activate the AmSecure token to facilitate all mobile banking activities.

Other enhancements further strengthening of the security features are set to be available for users on all AmBank online banking channels including AmOnline by June 2023.


AmBank urges its customers to remain vigilant of dubious cyber activities to avoid falling prey to online scammers.

Customers are advised to verify website links and emails before making any bank transactions. Do not download any software applications from any third-party app store as this may infect your devices with malicious

Issued by Media Relations Unit, Group Corporate Communications & Marketing, AmBank Group
Level 46, Menara AmBank, 8, Jalan Yap Kwan Seng, 50450 Kuala Lumpur


 ambankgroup.com

 AmBank

 [ambankmy](https://www.instagram.com/ambankmy)

 AmBankMY

Customer Care:

 03-2178 8888

 customer care@ambankgroup.com



AmBank Group

MEDIA RELEASE

software. Always stay vigilant by never revealing any banking or personal details when approached by suspicious individuals.

Customers facing any malicious transaction using their AmBank account, please call AmBank Contact Centre at 03-2178 8888 immediately or e-mail us at customercare@ambankgroup.com or visit our nearest branch.

About AmBank Group

AmBank Group is a leading financial services group with over 40 years of expertise in supporting the economic development of Malaysia. We have over three million customers and employ over 9,000 people.

The Group was listed on the Main Market of Bursa Malaysia in 1988. It is the sixth-largest banking group by assets in Malaysia, with a market capitalisation of more than RM12 billion as at 31 March 2022.

AmBank Group serves over three million individual and corporate customers. It provides services in wholesale banking, retail banking, business banking, investment banking and related financial services which include Islamic banking, underwriting of general insurance, stock and share broking, futures broking, investment advisory and management services in assets, real estate investment trust and unit trusts.

For more information, please visit www.ambankgroup.com

For further information, please contact Ridzuan Zulkifli, Senior Vice President, Group Corporate Communications and Marketing, AmBank Group at ridzuan.zulkifli@ambankgroup.com and the Media Relations team at media.relations@ambankgroup.com

Issued by Media Relations Unit, Group Corporate Communications & Marketing, AmBank Group
Level 46, Menara AmBank, 8, Jalan Yap Kwan Seng, 50450 Kuala Lumpur

ambankgroup.com AmBank [ambankmy](https://www.instagram.com/ambankmy) AmBankMY

Customer Care: 03-2178 8888 customercare@ambankgroup.com