



AmBank Group

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27 June 2023

AmBank Readies Stringent Security Measures in Efforts To Combat Financial Scams

Since BNM's announcement on five additional security measures in September 2022, AmBank confirms it has adhered to all of them well ahead of the June 2023 deadline

AmBank remains resolute in supporting Bank Negara Malaysia (BNM) efforts in bid to strengthen safeguards against online scams. The bank has implemented several robust measures aimed at tightening security and ensuring a safe banking experience for its customers.

"Safeguarding our customers' data and protecting their banking activities remain our utmost priority. Fraud perpetrators are getting inventive in deceiving unsuspecting consumers and finding ways to obtain personal information such as email addresses, usernames and passwords. To deter fraud in today's digital economy, it is imperative for financial institutions to constantly innovate its online security measures that go beyond the traditional authentication methods.

In line with AmBank's commitment to customer safety, we are continuously enhancing our security features and detection rules, including periodic reviews and alerting customers on unusual activities", said **Group Chief Executive Officer of AmBank Group, Dato' Sulaiman Mohd Tahir.**

Since 2022, AmBank has been on track with BNM's steer of five additional security measures. AmOnline transactions have migrated away from sending SMS OTP. All transactions must be authenticated via AmSecure soft token, embedded within the AmOnline app, which is restricted to only a single mobile device. Users must

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observe a cooling-off period and undergo a multi-factor authentication for first time enrolment of mobile device, and any device change request.

Customers have the option to block their credit card or deactivate their AmOnline (Kill Switch) at the tip of their fingers to self-suspend their credit card or online banking access in the event of suspicious activities. In compliance with cyber security requirements, AmOnline can only be accessed using up-to-date version of web browsers and supported mobile operating systems.

AmBank has ceased sending SMS messages with hyperlinks and phone numbers.

AmBank has also made it a priority to raise awareness and educate customers about scams and fraud. On-going programmes are available at all our customer touchpoints including the inaugural cyber security awareness webinar for our customers held on 5 May 2023, in support of the #JanganKenaScam campaign.

Customers are urged to stay vigilant of suspicious activities and alert our 24/7 Contact Center in the event of dubious transactions.

Customers facing any malicious transaction using their AmBank account, please call AmBank Contact Centre at 03-2178 8888 immediately or email 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 2023.

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

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banking, underwriting of general insurance, life insurance, family takaful, 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

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