

**FREQUENTLY ASKED QUESTIONS TO ADDRESS CUSTOMERS' CONCERNS
- AMBANK BRANCH CONSOLIDATION EXERCISE**

1. Why is my home branch ceasing its operations?

Why is this branch being consolidated?

We regularly review our network channels as well as products and services offering to cater for the change in customer needs. There has been a rapid increase in the number of customers migrating to online banking and a sharp growth in online banking transactions. Digital channel utilisation has also been propelled even further by the prolonged pandemic situation. In view of these, there is a need to consolidate the branches in order to ensure better efficiency as we continue to invest in digital banking to cater to this change and move towards having greater digital presence.

2. Will I get new account numbers when you move my accounts to the new home branch?

All your account numbers will remain unchanged.

3. I have accounts at both the existing branch and the new home branch. Can I maintain all of these accounts?

Yes, all of your accounts will be maintained.

4. I am an AmOnline Internet Banking user. Will I still be able to view my accounts online after my accounts have been moved to the new home branch?

Yes. You will be able to conduct your banking transactions via AmOnline as usual with no interruptions as there will be no change in your account numbers and the status of your account will remain unchanged.

5. Will the banking hours at the new home branch be different?

The banking hours will be the same.

6. What will happen to my standing instructions for credit cards payment, home loan repayments, etc.?

There will be no impact on your standing instructions as there will be no change in your account numbers.

7. Am I allowed to check and perform transactions at any AmBank branches?

Yes, you may. Customers will need to provide an ID (IC/Passport) for verification purposes at the branches. Customers may also obtain transaction details or statement of account via AmOnline.

8. Will I be able to perform my usual banking transactions after the consolidation?

Yes, you can perform all your banking transactions as usual at all AmBank branches after the consolidation.

9. Will the policies and procedures of the branches remain the same?

Yes, definitely. Practices and procedures are standardised at all AmBank branches.

10. Will I be offered new products and services at the new branch?

AmBank strives to provide the best products and services through optimum use of available resources to all our customers. We continue to offer new and innovative products and services on a regular basis to meet customers' needs via various channels such as our branches, websites, Internet and Mobile Banking platforms, letters, mail drops, electronic mailers, roadshows, email, and many others.

11. Will I receive the same treatment at the new home branch?

It has always been AmBank's policy to extend the best service possible to all customers, regardless of which branch they have been or are now banking with.

12. I am an AmBank SIGNATURE Priority Banking customer. Will I continue to enjoy priority service at the new home branch?

You will continue to enjoy the same priority service at the new home branch.

Priority Banking customers will be assigned with a new Relationship Manager and the details will be mailed out in due course, prior to the consolidation of the current branch.

13. How will customers be kept informed of the progress of the consolidation exercise?

A letter will be issued to all impacted customers prior to the consolidation to notify them about the exercise. Web announcement will be published on our website and notices will also be displayed at the branch premises to inform walk-in customers about the exercise and date of consolidation.

14. Can I continue transacting my Fixed Deposit at the new home branch?

Yes, you may continue transacting as usual. Fixed Deposit placements via AmOnline are also available for your convenience.

15. Can I continue to use my existing/unused cheque book after this exercise?

Yes, you may continue to use your existing/unused cheques as there is no change in your account number.

16. Can I continue to use my Debit Card?

Yes, you may.

17. Will there be any recurring charge on the Debit Card annual fee?

The existing Bank's charges will apply.

18. My existing branch has an Automated Teller Machine (ATM) and a Cheque Deposit Machine (CQM). Will there also be similar facilities at the new home branch?

Yes, customers will continue to enjoy similar facilities at the new home branch.

19. My consumer loan/credit card application is still pending approval. Will this exercise affect my application and processing turnaround time?

The exercise will not affect loan/credit card applications. The turnaround time will remain the same.

20. I visit my current branch frequently to conduct my banking transactions. Traveling to the new home branch will be a challenge.

There are alternative and more convenient ways of banking with us that could reduce the need to conduct frequent visits to a branch, as a majority of our branch services are also available online or via our AmOnline Mobile Banking App.