

Maybank apologises for transaction delays in branches

Maybank today apologised for the delays customers are experiencing in the processing of transactions at its Malaysian branches, which arose owing to a technical problem affecting its branch teller systems.

Maybank Group Chief Technology Officer Geoff Stecyk said that Maybank branches in Malaysia had experienced some slowness in transactions since early Friday 2 May 2014, resulting in longer than usual processing times for customer transactions over the counter.

“All other services such as online banking via Maybank2u, ATMs, cheque deposit machines and cash deposit machines were, however, not impacted and continued to operate as usual,” he clarified.

“We have been working hard to restore the service levels to normal and we have activated our back-up branch teller systems at every branch to enable transactions. However, this may result in longer queues but customers are still able to transact.”

“Maybank would like to apologise to all our customers who were inconvenienced owing to our branch teller system performance,” said Geoff. “Every effort is being made to restore the system to normal performance and we would like to thank all our customers for their patience while we resolve this issue,” he said.

Customers who require assistance may contact their branch managers or call the Maybank Group Customer Care at 1-300-88-6688.
