

Press Release

5 October 2020

## **Maybank launches online appointment management system, Maybank EzyQ, for enhanced customer safety and convenience**

*First in the country, appointments can be scheduled online via Maybank2u for services at branches and Premier Wealth Centres*

Maybank today announced that it has launched Maybank EzyQ, its online appointment management system for customers, making it the first bank in the country to introduce such a facility for a full suite of banking services.

With Maybank EzyQ, customers can now make appointments online ahead of their visits to branches or Premier Wealth Centres (PWCs) nationwide, conveniently and seamlessly via the Maybank2u website. Customers have the flexibility to choose their preferred date and time slot for the branch or PWC they wish to visit, as well as the services they would like to perform such as account opening, debit card enquiries, and product advisory. This will help reduce customer waiting time, and improve crowd management in the branch/centre for added safety.

Maybank's Group Chief Executive Officer, Community Financial Services, Dato' John Chong said, "With the pandemic, we've had to change the way our branches operate and have been working on a solution that enables us to prioritise our customers' safety and provide the level of service they expect of us. This has led to the introduction of Maybank EzyQ, which we hope will bring better experience and convenience for our customers."

In the first phase of implementation, customers will be able to use Maybank EzyQ to make appointments for close to 90 Maybank branches and PWCs nationwide. The Bank is progressively expanding the service to more branches and targets to roll out Maybank EzyQ to its entire branch network by early next year.

Maybank customers can make an appointment via Maybank EzyQ as close as one business day in advance and up to 10 business days ahead of the scheduled date. Confirmation of the appointment is immediate and a follow-up email will be sent to the customer within the same day. A reminder email will also be sent one day before the appointment date.

While customers can still walk in without an appointment, the Bank encourages them to utilise Maybank EzyQ and make an appointment ahead to lessen waiting time and prioritise personal safety.

Customers who require Repayment Assistance following the end of the moratorium for their loans/financing may also use Maybank EzyQ to schedule appointments with the Bank's financial advisors. In anticipation of additional applications, the Bank's branches nationwide (except for those in the Red Zones and temporarily closed) will remain open until 7.00pm up to 9 October 2020.

Appointments can also be made for account opening services, debit card issuance and replacements, loan and investment advisory, Premier Wealth services and other banking services.

Customers may obtain more information and set up an appointment at [www.maybank2u.com.my/ezyq](http://www.maybank2u.com.my/ezyq).

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**About Maybank - Humanising Financial Services**

Maybank is among Asia's leading banking groups and South East Asia's fourth largest bank by assets. The Maybank Group is present in Malaysia, Singapore, Indonesia, Philippines, Brunei Darussalam, Vietnam, Cambodia, Thailand, Hong Kong SAR & People's Republic of China, Bahrain, Uzbekistan, Myanmar, Laos, Pakistan, India, Saudi Arabia, Great Britain and the United States of America. The Group offers an extensive range of products and services, which includes consumer and corporate banking, investment banking, Islamic banking, stock broking, insurance and takaful and asset management. ([www.maybank.com](http://www.maybank.com))