



Press Release

31 May 2021

Maybank branches nationwide to operate by appointment only from 2 June 2021 to support efforts to curb Covid-19 pandemic

Maybank today announced that its branches nationwide will operate by appointment only from 2 June 2021 until further notice, while some will be temporarily closed to support the nation's ongoing efforts to curb the Covid-19 pandemic. This measure will enable the Bank to better manage the crowds at branches and reduce the potential of transmission as far as possible, in a further endeavour to protect the safety of its customers, and employees.

Given the critical pandemic situation, Maybank is committed to doing its part to help break the chain of Covid-19 infection. By making all visits by appointment, the Bank can reduce its customers' waiting times, hence minimising their risk of exposure. Ultimately, the Bank wants to make the banking experience safer and more convenient for its customers, while protecting their wellbeing as well as that of its employees.

Customers who wish to book an appointment may do so online via Maybank EzyQ on MAE app and Maybank2u web (www.maybank2u.com.my/ezyq). For assistance on how to use Maybank EzyQ, customers may contact the Maybank Group Customer Care Centre at 1-300-88-6688. Appointments can be made up to 15 days ahead of the scheduled visit via Maybank EzyQ. Meanwhile, customers with existing Maybank EzyQ appointments may visit their respective branches as scheduled.

In line with this move, Maybank branches will now operate from 9:30am to 2:00pm. The number of appointment slots will also be increased according to the branch size and capacity to ensure customers can bank in a conducive environment with minimal crowds and risk. However, the Bank will continue to serve and provide priority service to senior citizens, people with disabilities and expectant mothers even without appointments.

During this period, the Bank is encouraging customers to perform their essential banking via Maybank's digital channels from the safety and comfort of their homes, as far as possible. Alternatively, they can also use the "Drop n Go" method for lengthy transactions such as ASNB Account Opening, Business Account Opening and

Bulk Remittance Payments to reduce physical interaction, wherein customers can drop off their documentation at special boxes available at branches, and be contacted subsequently for confirmation or completion of transaction.

Following the outbreak of Covid-19, Maybank has been taking the prescribed precautionary health and safety measures across the Group to mitigate any risks arising from the spread of the virus, including regular sanitisation of branch premises and self-service terminals. The Bank will continue to do so in the interest of its customers and employees.

The pandemic has necessitated new approaches in doing things, and Maybank would like to thank its customers for their patience and understanding as it steps up efforts to further enhance safety protocols. The Bank believes that collectively we can help the nation bring the pandemic under control.

Customers who wish to find out the list of branches which are operating may visit www.maybank2u.com.my/branch.
