

Press Release

11 October 2021

Health & wellbeing boost as all Maybank branch employees fully vaccinated

Delivering a safer banking experience for customers and employees

As part of continuous efforts to enhance the protection levels for employees and customers, Maybank has announced that all employees at its branches nationwide have been fully vaccinated against Covid-19.

The Bank's aim is not just to provide a safer banking experience for customers but also to offer greater reassurance to its employees, while ensuring their wellbeing. It is also in line with Maybank's commitment to support the nation's efforts to vaccinate as many Malaysians as possible and curb the spread of the pandemic.

In addition to being fully vaccinated, all branch employees undergo COVID-19 Antigen Rapid Tests every two weeks as part of the Group's efforts to further ensure their protection as well as customers'. The health and safety of customers and employees have remained the Bank's top priority, more so since the COVID-19 outbreak started last year.

As the first contact point for customers, the Bank's branch employees play an important role in providing a smooth and stress-free banking experience. In the new normal, this experience now extends to health safety. By ensuring that all its branch employees are fully vaccinated and consistently tested, Maybank hopes to reassure its customers of its commitment to provide them a safer environment to perform their banking transactions.

Since the start of the pandemic, Maybank has put in place various other precautionary measures at its branches to provide customers and employees an even safer banking or working environment.

One key measure was the introduction of Maybank EzyQ to allow customers to schedule appointments online for their branch visits. The Bank is currently serving customers by appointment only, in a bid to reduce waiting time, prevent overcrowding and ultimately, help limit customers' exposure risk.

As an essential service, Maybank believes that banks can play a role in slowing the spread of Covid-19. With all its branch employees now fully vaccinated, it hopes that its customers will also be encouraged to take the same precautions in the spirit of #kitajagakita.

Standard SOPs such as physical distancing, mask wearing and temperature scanning will also continue to be observed at the branches. In prioritising personal safety and wellbeing, the Bank is also encouraging customers to perform their banking transactions via its digital platforms such as the MAE app and Maybank2u, as much as possible.

Nonetheless, customers who need to visit a branch may book their appointment via Maybank EzyQ on the MAE app or Maybank2u web (www.maybank2u.com.my/ezyq). The Bank will continue to serve and provide priority service to senior citizens, people with disabilities and expectant mothers even without appointments.
