

FREQUENTLY ASKED QUESTIONS (FAQs)

Version: 7 August 2025



Temporary Service Disruption due to System Enhancement of AmBank Automated Teller Machines (ATMs) and AmBank Cash Recycler Machines (CRMs)

Q1. Why is AmBank enhancing its services?

This is to enhance our service to provide a better banking experience.

Q2. What services will be disrupted during the enhancement?

The services which will be impacted during the system enhancement are as follows:

Impacted Services	Disruption Period	
	Phase 1	Phase 2
• AmBank Automated Teller Machines (ATMs) • AmBank Cash Recycler Machines (CRMs) • AmBank Debit Card at ATMs/CRMs operated by other Banks • AmOnline Internet/Mobile Banking services as follows: ➤ Credit Card First-Time Sign-On ➤ Credit Card PIN Change	12.00 midnight until 3.30 a.m., Monday, 11 August 2025	11.30 p.m., Friday, 15 August 2025 until 11.00 a.m., Saturday, 16 August 2025

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Q3. How will the Automated Teller Machines (ATMs) and AmBank Cash Recycler Machine (CRMs) system enhancement affect me as an AmBank customer?

All transactions related to ATM/CRM, Debit Card transactions at ATM/CRM operated by other Banks, Credit Card First-Time Sign-On and Credit Card PIN Change via AmOnline will not be available during the system downtime.

Q4. What are the services available during the system downtime?

All transactions related to ATM/CRM are impacted. However, you may continue your banking activities via AmOnline or over the counter at AmBank/AmBank Islamic branches during branch operation hours. Fund Transfer, DuitNow and payment from AmBank Savings/Current Account or AmBank Islamic Savings/Current-i Account are still available.

Q5. Who should I contact if I have any banking enquiry during the service disruption period?

You may call our Contact Centre at 03-2178 8888 which is operational daily from 7.00 a.m. until 11.00 p.m., for assistance.

Q6. Will there be any changes to the branch operating hours?

No, AmBank/AmBank Islamic branches nationwide will be operating as usual.

Q7. Will my AmBank Debit Card usage be affected at ATMs/CRMs due to the service disruption?

Yes, you will not be able to perform any Debit Card transactions at AmBank ATMs/CRMs and ATMs/CRMs operated by other Banks, during this period.

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Q8. Will my AmBank Credit Card or AmBank Islamic Credit Card-i usage at ATMs/CRMs be affected due to the service disruption?

Yes, you will not be able to perform any Credit Card transactions at AmBank ATMs/CRMs and ATMs/CRMs operated by other Banks, during this period. Additionally, Credit Card First-Time Sign-On and PIN Change via AmOnline will also not be available during the system downtime.

Q9. What if I need to perform an immediate transaction during the system downtime?

You may perform a Fund Transfer via AmOnline using your AmBank Savings/Current Account or AmBank Islamic Savings/Current Account-i.

Q10. Will my loan/financing//bill payment be disrupted at AmBank ATMs/CRMs during the service disruption?

Yes. We advise you to make payment before the service disruption. Alternatively, you may use AmOnline to make your payment.

Q11. Can I use AmOnline to make online transactions?

Yes. AmOnline services for AmBank Savings/Current Account or AmBank Islamic Savings/Current Account-i will still be available during the system downtime except for AmBank Credit Card First-Time Sign-On and Credit Card PIN Change.

Q12. I need to pay for my loan/financing/Credit Card and I always pay via AmBank ATM. My due date is today and the ATMs are down. What should I do?

You may make payment via AmOnline, if you have an AmBank Savings/Current Account or AmBank Islamic Savings/Current Account-i.

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Q13. I always deposit my cheques using AmBank Cheque Deposit Machines (CQM). Can it be done during the system downtime?

Yes. Cheque Deposit Machines (CQM) will be functioning as usual during the system downtime.

Q14. I have lost my Debit Card. It was stolen/missing. Can I still report to block the card?

Yes. Please call our Contact Centre at 03-2178 8888 immediately for assistance.

Should you have any further queries, kindly call our Contact Centre at 03-2178 8888 which is operational daily from 7.00 a.m. to 11.00 p.m.

SOALAN LAZIM

Version: 7 Ogos 2025



Gangguan Perkhidmatan Sementara disebabkan Penambahbaikan Sistem Mesin Teler Automatik AmBank (ATM) dan Mesin Pengitar Semula Tunai AmBank (CRM)

S1. Mengapakah AmBank melaksanakan penambahbaikan perkhidmatannya?

Ini adalah untuk meningkatkan perkhidmatan kami bagi memberikan pengalaman perbankan yang lebih baik.

S2. Apakah perkhidmatan yang akan terganggu semasa penambahbaikan tersebut?

Perkhidmatan yang akan terjejas semasa penambahbaikan sistem adalah seperti berikut:

Perkhidmatan yang Terjejas	Tempoh Gangguan	
	Fasa 1	Fasa 2
- Mesin Teler Automatik AmBank (ATM), - Mesin Pengitar Semula Tunai AmBank (CRM) - Kad Debit AmBank di ATM/CRM yang dikendalikan oleh Bank lain - Perkhidmatan Perbankan Internet/Mudah Alih AmOnline seperti yang berikut: ➤ Daftar Masuk Kali Pertama Kad Kredit ➤ Penukaran PIN Kad Kredit	12.00 tengah malam hingga 3.30 pagi, Isnin, 11 Ogos 2025	11.30 malam, Jumaat, 15 Ogos 2025 hingga 11.00 pagi, Sabtu, 16 Ogos 2025

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S3. Bagaimanakah penambahbaikan sistem Mesin Teler Automatik AmBank (ATM) dan Mesin Pengitar Semula Tunai AmBank (CRM) tersebut akan memberi kesan kepada saya sebagai pelanggan AmBank?

Semua transaksi berkaitan ATM/CRM, transaksi Kad Debit di ATM/CRM yang dikendalikan oleh Bank lain, Daftar Masuk Kali Pertama Kad Kredit dan Penukaran PIN Kad Kredit melalui AmOnline tidak akan berfungsi di sepanjang tempoh gangguan sistem.

S4. Apakah perkhidmatan yang tersedia semasa gangguan sistem?

Semua transaksi berkaitan ATM/CRM akan terjejas. Walau bagaimanapun, anda masih boleh menjalankan aktiviti perbankan melalui AmOnline atau di kaunter cawangan AmBank/AmBank Islamic semasa waktu operasi cawangan. Pemindahan Dana, DuitNow dan pembayaran daripada Akaun Simpanan/Semasa AmBank atau Akaun Simpanan/Semasa-i AmBank Islamic masih tersedia.

S5. Siapa yang perlu saya hubungi jika saya mempunyai sebarang pertanyaan mengenai perbankan semasa tempoh gangguan perkhidmatan?

Anda boleh hubungi Pusat Panggilan kami melalui 03-2178 8888 yang beroperasi setiap hari dari pukul 7.00 pagi hingga 11.00 malam, untuk mendapatkan bantuan.

S6. Adakah terdapat sebarang perubahan pada waktu operasi cawangan?

Tidak, cawangan AmBank/AmBank Islamic di seluruh negara akan beroperasi seperti biasa.

S7. Adakah penggunaan Kad Debit AmBank saya akan terjejas di ATM/CRM akibat gangguan perkhidmatan tersebut?

Ya, anda tidak akan dapat melakukan sebarang transaksi Kad Debit di ATM/CRM AmBank dan ATM/CRM yang dikendalikan oleh Bank lain, di sepanjang tempoh ini.



S8. Adakah transaksi Kad Kredit AmBank atau Kad Kredit-i AmBank Islamic saya akan terjejas di ATM/CRM akibat gangguan perkhidmatan tersebut?

Ya, anda tidak akan dapat melakukan sebarang transaksi Kad Kredit di ATM/CRM AmBank dan ATM/CRM yang dikendalikan oleh Bank lain, di sepanjang tempoh ini. Di samping itu, Daftar Masuk Kali Pertama Kad Kredit dan Penukaran PIN Kad Kredit melalui AmOnline juga tidak akan tersedia semasa tempoh gangguan sistem tersebut.

S9. Bagaimana jika saya perlu melakukan transaksi segera semasa gangguan sistem?

Anda boleh melakukan Pemindahan Dana melalui AmOnline menggunakan Akaun Simpanan/Semasa AmBank atau Akaun Simpanan/Semasa-i AmBank Islamic anda.

S10. Adakah pembayaran pinjaman/pembiayaan/bil saya akan terganggu di AmBank ATM/CRM semasa gangguan perkhidmatan tersebut?

Ya. Kami menasihatkan anda agar membuat pembayaran sebelum gangguan perkhidmatan tersebut. Sebagai alternatif, anda boleh menggunakan AmOnline untuk melakukan pembayaran.

S11. Bolehkah saya menggunakan AmOnline untuk melakukan transaksi dalam talian?

Ya. Perkhidmatan AmOnline untuk Akaun Simpanan/Semasa AmBank atau Akaun Simpanan/Semasa-i AmBank Islamic masih akan tersedia semasa gangguan sistem kecuali untuk Daftar Masuk Pertama Kali Kredit Kad dan Penukaran PIN Kredit Kad.

S12. Saya perlu membayar untuk pinjaman/pembiayaan/Kad Kredit saya dan saya sentiasa membayar melalui ATM AmBank. Tarikh akhir saya adalah hari ini dan ATM tidak berfungsi. Apakah yang patut saya lakukan?

Anda boleh melakukan pembayaran melalui AmOnline, jika anda mempunyai Akaun Simpanan/Semasa AmBank atau Akaun Simpanan/Semasa-i AmBank Islamic.

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S13. Saya selalu mendepositkan cek saya menggunakan Mesin Deposit Cek AmBank (CQM). Bolehkah ianya dilakukan semasa gangguan sistem tersebut?

Ya. Mesin Deposit Cek (CQM) akan berfungsi seperti biasa semasa gangguan sistem tersebut.

S14. Saya telah kehilangan Kad Debit saya. Ia telah dicuri/hilang. Adakah saya masih boleh melaporkan untuk menyekat kad tersebut?

Ya. Sila hubungi Pusat Panggilan kami melalui 03-2178 8888 dengan segera untuk mendapatkan bantuan.

Sekiranya anda mempunyai sebarang pertanyaan lanjut, sila hubungi Pusat Panggilan kami melalui 03-2178 8888 yang beroperasi setiap hari dari pukul 7.00 pagi hingga 11.00 malam.