

**PRESS RELEASE**

**12 APRIL 2024**

## **Banks clarify that sensitive customer information is never requested via phone calls**

The Association of Banks in Malaysia (ABM) and the Association of Islamic Banking and Financial Institutions Malaysia (AIBIM) today reiterate that its member banks will not ask for sensitive customer information such as online banking username and password, and credit or debit card number via phone calls.

In certain scenarios, such as to establish the legitimacy of a suspicious or irregular transaction, banks may call customers to seek clarification. During these calls, banks may perform a verification check using partial personal information such as requesting for the last 4-digit of NRIC, to ascertain the identity of customers. This measure is taken to safeguard customers' accounts and ensure the continued security of their financial information.

Customers who suspect that they may have received a call from fraudsters impersonating bank officers should immediately hang up and call the bank's official customer service hotline instead.

Banks would like to reiterate that they will never ask customers for the following information:

- Credit/ debit card number and card verification value (CVV) number
- Online banking username and password
- SMS OTP/ TAC numbers

In continued efforts to protect the financial well-being of customers, the banking industry works closely with regulators and enforcement agencies to secure banking systems and digital platforms, enhance security measures according to latest fraud modus operandi, and identify and freeze banking accounts associated to scammers and mule account holders.

Since July 2023, the banking industry has implemented the five key measures to further defend against scams, including replacing SMS OTP with a more secure authentication method; tightening fraud detection rules; performing cooling-off period for first-time registration of online banking access; allowing only a single mobile device or secure device to be registered; and enabling a 24/7 dedicated complaint channel for customers.

Customers who have fallen victim to scams should immediately call the National Scam Response Centre at 997 or banks' 24/7 customer service hotlines for assistance. To find the customer service hotline for any bank and learn how to identify the latest scam tactics, customers can visit [www.JanganKenaScam.com](http://www.JanganKenaScam.com).

To quickly deactivate their online banking access or block credit/ debit cards involved in fraudulent transactions, customers can also opt to use the Kill Switch feature via the online banking platform or mobile banking app.

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### **About The Association of Banks in Malaysia**

The Association of Banks in Malaysia (ABM) has 26 members comprising the commercial banks that currently operate in Malaysia. The main objective of ABM is to promote the establishment of a sound banking system in Malaysia in cooperation and consultation with the regulators. Guided by ABM's mission statement, "Forging public understanding for a responsible and responsive banking industry", ABM takes on the role of an important intermediary between banking customers and its member banks. ABM aims to facilitate and create a conducive yet competitive banking environment while promoting orderliness and ethical banking practices. For more information, visit [www.abm.org.my](http://www.abm.org.my)

### **About The Association of Islamic Banking and Financial Institutions Malaysia**

The Association of Islamic Banking and Financial Institutions Malaysia (AIBIM) was established in 1995 as the Association of Interest Free Banking Institutions Malaysia. Currently, AIBIM has 26 member banks consisting of 12 domestic banks, 3 development financial institutions, 10 locally incorporated foreign banks and 1 digital Islamic bank.

The organisation promotes sound Islamic banking system and practice in Malaysia; represents interest of members locally and abroad; provides advice and assistance to members pertinent in the development on Islamic banking and finance at local, regional and global level; coordinates human capital development initiatives, and promotes public awareness. For more information please go to [www.aibim.com](http://www.aibim.com).

**For more information, please contact the Communications team:**

#### **On behalf of ABM and AIBIM**

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