

## OCBC REVISES BANKING HOURS TO 10AM-3PM AS PART OF SAFETY MEASURES

Kuala Lumpur, 21 March 2020 – OCBC Bank (Malaysia) Berhad (OCBC Bank), together with its Islamic banking subsidiary OCBC Al-Amin Bank Berhad (OCBC Al-Amin), has revised its branch banking operating hours to 10am-3pm Monday to Friday until the end of the movement control order period.

This is in line with the public and staff safety measures it has put in place and the lower traffic volumes it is experiencing at branches.

All its ATMs and deposit machines will be operational for the revised hours of 7am to 10pm.

Dato' Ong Eng Bin, Chief Executive Officer of OCBC Bank, said he was pleased that the desired effect of the movement control order is being gradually achieved with traffic at branches having already decreased to half in the past few days.



“We hope the downward branch traffic trend continues until the end of the movement control order period and that the nation will soon see new COVID-19 cases eliminated altogether.

“We are also glad to see more of our customers opting for our online channels such as mobile banking and internet banking in the safety of their own homes. The net effect of all of this is that we are now able to further reduce staffing at our branches to keep more of our employees safe at home as well.

“We continue to strongly urge our customers to consider switching to our online services during this time and enjoy the convenience of banking from home. Many financial transactions can very easily be performed digitally on mobile banking or internet banking platforms, so do take full advantage of these.

“For the convenience of our customers, among the services that they can still access without coming to our banking halls are applications for credit cards, bank accounts and changing of personal particulars such as mailing address and updating of mobile number or email address. Our Phone Banking service is also available.

“Businesses using our Velocity@ocbc internet banking service but without a transacting package (that enables them to *transact* remotely) may, until 30 April 2020, upgrade to this option without having their representatives come to the branch. All they need to do is fill out the *Change Service Package* form. Similarly, those wishing to sign up for the Velocity@ocbc service may fill out the *Velocity@ocbc Application* form. They just need to scan and send the completed forms, which are available on our website, to [MYVelocity@ocbc.com](mailto:MYVelocity@ocbc.com) or have them delivered to any OCBC branch,” he said.

For general enquiries, customers may feel free to call OCBC Bank’s contact centre at 03-8317 5000.

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## **About OCBC Bank**

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world’s most highly-rated banks, with an Aa1 rating from Moody’s. Recognised for its financial strength and stability, OCBC Bank is consistently ranked among the World’s Top 50 Safest Banks by Global Finance and has been named Best Managed Bank in Singapore by The Asian Banker.

OCBC Bank and its subsidiaries offer a broad array of commercial banking, specialist financial and wealth management services, ranging

from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has more than 540 branches and representative offices in 19 countries and regions. These include over 280 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and over 80 branches and offices in Mainland China, Hong Kong SAR and Macau SAR under OCBC Wing Hang.

OCBC Bank's private banking services are provided by its wholly-owned subsidiary Bank of Singapore, which operates on a unique open-architecture product platform to source for the best-in-class products to meet its clients' goals.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the oldest and most established life insurance group in Singapore and Malaysia. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

OCBC Bank offers Islamic banking products and services in Malaysia through its wholly-owned subsidiary, OCBC Al-Amin Bank Berhad.

For more information, please visit [www.ocbc.com](http://www.ocbc.com).

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