

OCBC REVISES BANKING HOURS AT KL AND SELANGOR BRANCHES TO 10AM-3PM AS PART OF CMCO SAFETY MEASURES

Kuala Lumpur, 13 October 2020 – OCBC Bank (Malaysia) Berhad (OCBC Bank), together with its Islamic banking subsidiary OCBC Al-Amin Bank Berhad (OCBC Al-Amin), has revised the banking operating hours of its Kuala Lumpur and Selangor branches to 10am-3pm Monday to Friday during the Conditional Movement Control Order (CMCO) period of 14 October to 27 October.

To further minimise movement, all the ATMs and deposit machines at these branches will be operational for the revised hours of 7am to 10pm.

The move is in line with the Bank’s public and staff safety measures and to manage traffic volumes at its branches.



OCBC Bank (Malaysia) Berhad's Head of Consumer Financial Services, Mr Lim Wyson

Mr Lim Wyson, Head of Consumer Financial Services of OCBC Bank, said the experience from the past few months showed that most banking activities can indeed be carried out remotely, so the shorter hours should be seen as an invitation to continue to embrace digital banking whilst maintaining the highest of safety standards.

“Safety is the first concern of the CMCO. We hope our customers remain vigilant during this challenging time and visit our KL and Selangor branches only if necessary.

“The Bank’s digital banking services will remain accessible and we hope our customers will take full advantage of the convenience of banking online, especially with our recent innovations,” he said

Businesses using the Velocity@ocbc internet banking service but without a transacting package (that enables them to *transact* remotely) may, until 31 December 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 the Bank’s website, to MYVelocity@ocbc.com or have them delivered to any OCBC branch.

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

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 500 branches and representative offices in 19 countries and regions. These include over 250 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.
