

MBSB BANK BERHAD E-BANKING CHARTER

1. Safety and Security

We are committed at all times to ensure the safety and security of our operations by investing in secured infrastructure and policies and procedures to prevent unauthorized access, misuse, modification, unauthorized disclosure of data or data theft.

2. Confidentiality

Maintaining and securing your personal and financial information is the Bank's top priority. You may view our Privacy Notice at www.mbsbbank.com for comprehensive details on our commitment in safeguarding your personal information.

3. Reliable and Quality Services

We strive to provide reliable and quality services to our customers. Our staff are trained and equipped with the necessary skills and knowledge to consistently provide exceptional services to our Customers. Continuous investment in our infrastructure and information technology is done to enable fast deliverables and personalized service.

We are constantly developing new products and services, in order to meet our Customers' evolving needs and requirements.

4. Accuracy of Information

We strive at all times to furnish clear and accurate information on the Bank's products and services. We will ensure all descriptions, facts and features of our products and services offered online are accurate and easily understood.

5. Prompt Response and Action to Customer's Enquiries and/or Complaints

In order to serve you better, we welcome any comments, feedback or enquiries to further improve our services and products offered to you. Towards this end, we have a dedicated team of professionals to respond quickly to your queries that can be reached at:-

E-mail : enquiry@mbsbbank.com



03-2096 3000



www.mbsbbank.com