

e-Banking Charter

Industrial and Commercial Bank of China (Malaysia) Berhad (“**The Bank**”) is committed to ensure the e-Banking products and services provided to customers are in accordance with the e-Banking Charter set out below.

1.0 Safety of e-Banking Operations

The Bank is committed to ensure the e-Banking products and services offered to customers are safe and secure. The Bank will employ extensive security measures such as data encryption and firewalls to protect and safeguard the integrity and privacy of customers’ online transactions.

2.0 Privacy of Customer Information

The Bank appreciates customers’ concern towards the privacy of all personal and financial information. The Bank will adopt strict security standards to prevent unauthorized access to customers’ personal and financial information.

3.0 Reliable and Quality Services

The Bank ensures that all staff involved in providing the services are trained and possessed the necessary skills to serve the customers. The Bank will make sure that the standards of services are consistent and efficient.

4.0 Transparency of e-Banking Products and Services

The Bank shall ensure that disclosure of e-Banking products and services are clear and accurate. The Bank will fully disclose all the relevant terms and conditions relating to the e-Banking products and services offered.

5.0 Prompt Response to Enquiries and Complaints

The Bank welcomes enquiries and complaints as opportunities to serve the customers better. The Bank will promptly respond to all interactions and ensure relevant steps are taken to resolve customer’s enquiries and complaints.

The Bank may be contacted by email at icbcmalaysia@my.icbc.com.cn or by call centre (1800-18-5588 for domestic call, +60327881600 for international call).