



15 March 2023

CONVERSION OF EXISTING PASSBOOK-BASED AND NORMAL STATEMENT-BASED CUSTOMER ACCOUNT TO E-STATEMENT FOR INDIVIDUAL AND SOLE PROPRIETORSHIP ACCOUNTS (“CONVERSION”)

Dear Valued Customers,

We would like to inform you about an upcoming change to the way you receive your account statement. In our effort to provide a more efficient and convenient banking experience, we will be converting your passbook-based/ normal statement-based to an e-Statement setup, which will be accessible through our M JOURNEY Individual Online Banking.

This change will allow you to conveniently view and download your statement of accounts from anywhere, at any time, without having to visit the branch or wait for a paper statement to arrive in the mail.

We wish to assure you that this Conversion will be carried out at no cost to you and the following are the salient points of the Conversion:

- Applicable to individual and sole-proprietorship accounts only.
- Applicable to Current Account-i, Savings Account-i and Term Deposit-i.
- Your account number/ group account number remains unchanged upon Conversion.
- Your passbook (if any) is no longer valid once the account has been converted.
- No statement shall be printed.
- No change on the frequency of the statement.
- You may request for a paper statement over the Bank’s counter subject to fees and charges as specified by the Bank. Please refer to MBSB Bank website for the fees and charges.
- Vulnerable customer (disabled, senior citizens and/or customer without internet access) will have an option to receive a paper statement upon request.
- The Conversion will be carried out 60 calendar days from the date of this notice.

For any enquiries, kindly contact our Customer Service Centre at 03-2096 3000 or e-mail us at enquiry@mbsbbank.com.

Thank you for your trust and continuous support towards MBSB Bank.