



## Frequently Asked Questions (FAQ)

### Relocation of Kota Kinabalu Smart Financial Center

|    |                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                   |
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| 1. | <b>Why is the Bank relocating this location?</b>                                        | <p>As part of our ongoing commitment to enhance our customers' banking experience, alrajhi bank Malaysia periodically reviews its service network to ensure it continues to meet customer needs and supports convenient access to banking services.</p> <p>The Kota Kinabalu Smart Financial Centre will relocate to the <b>Plaza Shell</b> effective <b>1 February 2027</b>.</p> |
| 2. | <b>When will the current location cease operations?</b>                                 | <p>The current locations will operate until <b>Friday, 29 January 2027</b>.</p> <p>Customers may continue to visit these locations until the respective closing dates.</p>                                                                                                                                                                                                        |
| 3. | <b>What is the new address?</b>                                                         | <p><b>Current location</b><br/>Lot 5, 6 &amp; 7, Ground Floor,<br/>Wisma Muis, Peti Surat 11666,<br/>88818, Kota Kinabalu,<br/>Sabah</p> <p><b>New location</b><br/>Unit L1.17, Level 1,<br/>Plaza Shell,<br/>29, Jalan Tunku Abdul Rahman,<br/>88800, Kota Kinabalu,<br/>Sabah</p>                                                                                               |
| 4. | <b>Will there be any changes to the operating hours?</b>                                | <p>No. The operating hours will remain unchanged.</p> <p><b>Operating hours</b></p> <ul style="list-style-type: none"><li>Monday to Friday: 9:15 AM to 4:15 PM</li><li>Friday prayer break: 12:00 PM to 2:00 PM</li><li>Closed on Saturdays, Sundays and public holidays</li></ul>                                                                                                |
| 5. | <b>Will the relocation affect my accounts, financing facilities, deposits or cards?</b> | <p>No. Your accounts, financing facilities, deposits, cards, account numbers and banking arrangements will remain unchanged.</p>                                                                                                                                                                                                                                                  |



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|----|--------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    |                                                                                                  | The relocation only affects the physical service location. Customers may continue to access banking services as usual through our branches, Smart Financial Centers, self-service terminals, and the <b>MY alrajhi app</b> .                                                                                                                                                                                                                                                                                   |
| 6. | <b>Do I need to take any action?</b>                                                             | No. All accounts maintained at the affected locations will be automatically transferred to their respective new locations.<br><br>No action is required from customers.                                                                                                                                                                                                                                                                                                                                        |
| 7. | <b>I have Gold-i (physical gold) safekeeping with the Bank. How do I proceed for withdrawal?</b> | Please schedule an appointment by contacting our <b>Customer Care team</b> at <b>+603 2332 6000</b> and ensure that you have all your safekeeping certificates with you prior to your appointment.                                                                                                                                                                                                                                                                                                             |
| 8. | <b>The new location is less convenient for me. What alternatives are available?</b>              | We understand that the relocation may be less convenient for some customers.<br><br>Customers may continue to access a wide range of banking services through: <ul style="list-style-type: none"> <li>• the <b>MY alrajhi app</b></li> <li>• self-service terminals</li> <li>• other alrajhi bank Malaysia branches, Premier Financial Centers, and Smart Financial Centers</li> </ul> Our Customer Care team is also available to help identify the most convenient banking option for you.                   |
| 9. | <b>Who can I contact for further assistance?</b>                                                 | For assistance, please contact our 24/7 Customer Care: <p> 03-2332 6000</p> <p> <a href="mailto:customersupport@alrajhibank.com.my">customersupport@alrajhibank.com.my</a></p> You may also visit the Contact Us page on this website for the latest information on branch and Smart Financial Center locations, and available services. |

This FAQ may be periodically updated to reflect the most current information.