



Frequently Asked Questions (FAQ)

Relocation of Bangsar branch and Shah Alam Smart Financial Center

1.	Why is the Bank relocating these locations?	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. The Bangsar Branch will relocate to the Kuala Lumpur Premier Financial Center at Menara Khuan Choo, Jalan Raja Chulan effective 30 November 2026, while the Shah Alam Smart Financial Center will relocate to 8 Premier, i-City effective 21 December 2026.
2.	When will the current locations cease operations?	The current locations will operate until: • Bangsar branch: Friday, 27 November 2026 • Shah Alam Smart Financial Center: Friday, 18 December 2026 Customers may continue to visit these locations until the respective closing dates.
3.	What are the new addresses?	Bangsar branch Current location Lot No. G02 (East Wing) Ground Floor, BRDB Tower Bangsar Shopping Centre 59000 Bangsar, Kuala Lumpur New location Kuala Lumpur Premier Financial Center Level 1, Menara Khuan Choo 75A Jalan Raja Chulan Bukit Bintang 50200 Kuala Lumpur

		Shah Alam Smart Financial Center Current location Ground Floor, No. 2 Jalan Tengku Ampuan Zabedah 9/A 40100 Shah Alam, Selangor New location Shah Alam Smart Financial Center J-01-G, 8 Premier No. 3 Persiaran Multimedia, i-City Seksyen 7 40000 Shah Alam, Selangor
4.	Will there be any changes to the operating hours?	No. The operating hours will remain unchanged. Operating hours - Monday to Friday: 9:15 AM to 4:15 PM - Friday prayer break: 12:30 PM to 2:30 PM - Closed on Saturdays, Sundays and public holidays
5.	Will the relocation affect my accounts, financing facilities, deposits or cards?	No. Your accounts, financing facilities, deposits, cards, account numbers and banking arrangements will remain unchanged. 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 MY alrajhi app.
6.	Do I need to take any action?	No. All accounts maintained at the affected locations will be automatically transferred to their respective new locations. No action is required from customers.
7.	I have Gold-i safekeeping with the Bank. How do I proceed for withdrawal?	Please schedule an appointment by contacting our Customer Care team at +603 2332 6000 and ensure that you have all your safekeeping certificates with you prior to your appointment.
8.	The new location is less convenient for me. What alternatives are available?	We understand that the relocation may be less convenient for some customers.



		Customers may continue to access a wide range of banking services through: • the MY alrajhi app • self-service terminals • other alrajhi bank Malaysia branches, Premier Financial Centers, and Smart Financial Centers Our Customer Care team is also available to help identify the most convenient banking option for you.
9.	Who can I contact for further assistance?	For assistance, please contact our 24/7 Customer Care:  03-2332 6000  customersupport@alrajhibank.com.my 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.