Frequently Asked Questions (FAQ)
Termination of Safe Deposit Box (SDB) Services

1.	Why is alrajhi bank Malaysia terminating the Safe Deposit Box (SDB) facility at these branches?	The Safe Deposit Box (SDB) facility at these branches is being terminated following a review of the Bank's services offerings, to ensure resources continue to be aligned with our customers' evolving needs.
2.	I have an SDB at the stated branches. What should I do next?	Please visit our branches as stated above during banking hours to close the SDB and retrieve the contents in your SDB before **29 July 2026**. Any annual fees already paid will be refunded on a pro-rata basis, with the amount credited into your alrajhi bank Malaysia savings/current account on the closure of your SDB.
3.	I lost my SDB key. Can I still close my account and retrieve the contents in my Box?	Yes. A request to force open your SDB can be made. Please note that any arrears to be cleared and the cost of the exercise will be borne by you.
4.	Our SDB has more than one hirer. Must all joint hirers be present at the branch to close the account?	Any of the joint hirers who is in possession of the SDB key may request to close the SDB and retrieve its contents, subject to the account mandate and the Bank's verification requirements.
5.	I/We cannot visit the branch before **29 July 2026** to close the SDB and retrieve the contents. Can I authorize a representative to do it on my/our behalf?	We are unable to accept any authorization of third parties (non-account holders of the SDB) for access or closure of the SDB. This is a precautionary security measure. Your understanding is greatly appreciated.
6.	Do I need to make an appointment to perform the closure of my SDB?	You can visit our branches during operational hours, as listed on our website, to close your SDB and claim your contents. After **29 July 2026**, all affected SDB customers who have yet to close their SDB must schedule an appointment at the designated branches by

		contacting our Customer Care team at 03 2332 6000.
7.	What happens if I do not close my SDB by **29 July 2026** or I am unable to return to Malaysia/travel by **29 July 2026?**	If you are unable to close your SDB and claim the contents by **29 July 2026**, the Bank will proceed with our Force Opening procedure and keep your SDB contents in the Bank's vaults until you are able to collect it. Please contact our Customer Care team at 03 2332 6000 for further instructions.
8.	How will the Bank's Force Opening procedure be conducted? (Where customer has not closed and claimed the contents of their SDB, by **29 July 2026)**	The Force Opening procedure will take place in the presence of at least one bank employee and an appointed external lawyer.
9.	How will the SDB contents from the Bank's force opening procedure be kept? (Where the customer has not closed and claimed the content of their SDB by **29 July 2026)**	The contents of each SDB will be itemized, recorded, sealed in an envelope/box, and securely kept in the Bank's vaults until the SDB hirer(s) collects them.
10.	Do I still have to bring my SDB keys after the forced-open procedure?	Yes, you need to bring both original SDB keys when collecting your SDB items. If the keys are not returned, your key deposit will not be refunded.
11.	Who pays for the Bank's force opening procedure? (Where customer has not closed and claimed the contents of their SDB locker, by the **29 July 2026**	The force opening procedure cost will be charged to the respective SDB hirer(s) upon collection of their SDB contents. Customers who have not closed their SDB by **29 July 2026**, will continue to incur their usual monthly fees until the forced closure procedure is completed.
12.	What can I prepare ahead of my visit to the branch?	Please bring your NRIC/Passport for identity verification, and both original SDB keys.
13.	How do I reach out to alrajhi bank Malaysia if I have further queries?	You may contact our 24/7 Customer Care team at +603 2332 6000 at your convenience.

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