

IMPORTANT NOTICE:

**Upgrade your Operating System version to Huawei /Android 11 & iOS 16 or above for
i-Muamalat Mobile Application**

Dear Valued Customers,

We are enhancing our i-Muamalat Mobile Application to safeguard your mobile banking experience.

The latest i-Muamalat Mobile Application update will only be supported on **Huawei/Android 11 & iOS 16** or above. To continue enjoying access to i-Muamalat Mobile Application, upgrade your device operating system (OS) to the latest version by **November 2025**.

Frequently Asked Questions

1. What if I do not update my phone's OS, can I still use the Mobile Application?

To continue using the application, you need to ensure that your phone's OS is updated to the latest version.

If your OS is not updated, the new i-Muamalat Mobile Application will not be able to function. To avoid interruption, do update your phone's OS by **November 2025**.

2. Why is there a minimum phone OS requirement?

An outdated OS no longer receives security updates from Google or Apple, making your phone more vulnerable to cyber-attacks and malwares. Your phone will be at risk if the OS is not updated.

3. What phone OS do I have to be on?

For Huawei/Android users, you need to be on Huawei/Android 11 or newer OS.

For Apple users, you shall be on iOS 16 or newer OS.

4. How do I check or update my phone OS?

For Huawei/Android devices, you may need to go to **Settings** and select **About Device**. There should be an option for you to update your OS version.

For Apple devices, you may need to go to **Settings > General** and select **Software Update**.

5. I'm unable to update my phone OS. What do I do?

You may need to check if your mobile device is compatible with the required OS version, or you may need to upgrade to a device compatible with the required OS version.

Thank you for your support towards Bank Muamalat Malaysia Berhad.

#BetterLivesTogether

Regards,

i-Muamalat Team