

Frequently Asked Questions – Bank Muamalat WhatsApp Banking

1. How may I communicate with Bank Muamalat via WhatsApp Banking?

You may click on our WhatsApp icon or WhatsApp link available on the following platforms:

- i. Corporate website: <https://www.muamalat.com.my>
- ii. Facebook page: Bank Muamalat Malaysia Berhad
- iii. Instagram account: @mybankmuamalat

2. Will there be any fees or charges incurred when I used Bank Muamalat WhatsApp Banking?

There will be no fees or charges incurred associated with receiving messages from Bank Muamalat WhatsApp official account.

3. Is WhatsApp messaging safe?

The information exchange through WhatsApp is secured with end-to-end encryption to ensure your data remains protected and safe. Please do not share any sensitive information such as identification number and transaction details while using the WhatsApp Banking.

4. What should I do if I revealed sensitive information (i.e: identification number) on the WhatsApp messaging?

Please delete the message by clicking on “Delete for Everyone”, as per steps below:
(Disclaimer: Please be advised that the time limit for the “Delete for Everyone” feature is up to 2 days)

Step 1: Open the WhatsApp application

Step 2: Go to the chat with the message you want to delete

Step 3: Tap and hold the message.

Step 4: Click Delete  > Delete for Everyone

5. What are the operating hours for the live chat via WhatsApp?

Our live chat operating hours are as follows:

- i. Monday – Thursday: 8.30am – 5.30pm
- ii. Friday - Sunday: 8.30am – 4.30pm
- iii. Public holidays: 8.30am – 4.30pm

6. Can I access to the Bank Muamalat WhatsApp Banking if I do not have any account with Bank Muamalat?

Yes, you may access to our WhatsApp Banking to address any inquiries related to our products and services.

7. Who can I contact if I cannot find the answer on the WhatsApp chatbot or during non-operating hours of WhatsApp live chat?

You may reach us via our Contact Centre at 03-2600 5500 or email us at feedback@muamalat.com.my.