

Basic Branches

Dear Valued Customer,

Thank you for banking with Standard Chartered Bank Malaysia Berhad.

To better serve the needs of customers who increasingly prefer digital and online platforms, we will be transforming some branches into basic branches. This transformation will take effect on 1 February 2015 at these eight branches:

- Alor Setar
- Butterworth
- Taiping
- Port Dickson
- Malacca
- Bintulu
- Sibul
- Sandakan

The following services will no longer be offered over-the-counter and you may use the suggested alternative services to conduct your transaction.

AFFECTED OVER-THE-COUNTER SERVICES	ALTERNATIVE
Over-the-counter cash deposit of more than RM10,000	Cash Deposit Machine at automated banking lobby
InterBank GIRO / Cashier's Order / Bank Draft	Internet Banking / Breeze mobile app / ATM / Outward Telegraphic Transfer / Rentas
Bulk cash deposited by Security Firm	Cash Deposit Machine at automated banking lobby. For other alternatives, please discuss with your Relationship Manager.
Payroll processing	Please submit your instruction five (5) days in advance. For more information, please contact your Relationship Manager.
Preparation of cash in multiple denominations for payroll	Unavailable
Collection of cheque book and credit card	Cheque book and credit card will be mailed to customer's mailing address
Cheque return	Returned cheque will be mailed to customer's mailing address
New sign-up for Safe Deposit Locker (<i>Sandakan only</i>)	Unavailable

In Bintulu, Sibul and Sandakan, cheques deposited after 12 noon will only be processed the next business day.

Should you have any questions or require assistance, please contact our staff at any of our branches or your Relationship Manager, or call our Customer Service hotline at 1-300-888-888.

Thank you for your patience and understanding.