



**TERMS AND CONDITIONS OF OVERSEAS TRANSFER**  
(Effective Date: xx July 2025)

These Terms and Conditions shall govern your use of Overseas Transfer via BIMB Mobile and BIMB Web and shall be read together with the Terms and Conditions of BIMB Mobile and BIMB Web which may be accessed by you through [www.bimb.com](http://www.bimb.com).

**You are advised to read and understand the abovementioned Terms and Conditions before subscribing to any products or services and/or participating in any of Bank Islam's campaigns and promotions.**

**1. General**

By submitting an overseas transfer application via BIMB Mobile or BIMB Web, you agree to be bound by these Terms and Conditions.

**2. Limitation of Liability**

Bank Islam shall not be liable for any losses, costs, claims, expenses or damages incurred by you in connection with the Overseas Transfer service unless such losses are solely attributable to the Bank Islam's misconduct, fraud, negligence or breach of specific terms. This includes, but is not limited to, any delay or failure in the transmission of instructions by any other entity involved in the processing of the Overseas Transfer, or delays caused by any government order, court order, law, levy, tax or exchange restrictions.

You acknowledge and agree that Bank Islam is not responsible for any delays, rejections, refusals, or failures caused by the beneficiary bank or any intermediary bank in processing or crediting your Overseas Transfer. Bank Islam is also not liable for any losses that occur due to incorrect or incomplete information provided by you, such as wrong names, account numbers or amounts. Any liability of Bank Islam, if applicable, shall be limited to the amount of the relevant Overseas Transfer transaction.

**3. Supporting Documentation Requirement**

Bank Islam may, from time to time, request supporting documents in relation to the Overseas Transfer as part of its monitoring process or as required by the regulator or any relevant authority. Failing which, Bank Islam has the right to reject or delay your Overseas Transfer.

You are responsible for ensuring that all information and documents provided for the Overseas Transfer are accurate, complete, and correct.

**4. Appointment of Agents**

Bank Islam may appoint correspondents, agents, sub-agents, or intermediary banks to facilitate the processing of your overseas transfer request.

**5. Privacy Notice and Consent**

You are advised to read and understand Bank Islam Privacy Notice (which is available at <https://www.bankislam.com/privacy-notice/>) and this Terms and Conditions before performing any Overseas Transfer. Your continuance access of Overseas Transfer shall be regarded as your acceptance to be bound to the said Privacy Notice and this Terms and Conditions.

**6. Cancellation, Amendment, and Refund**



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**6.1. Rejection of Transaction**

Bank Islam may reject any Overseas Transfer application submitted, with notice to you.

**6.2. Cancellation or Amendment After Submission**

Once an Overseas Transfer has been submitted, the transaction cannot be amended or cancelled by you.

**6.3. Refund Conditions**

If the Overseas Transfer is delayed, rejected, or refused by the beneficiary or intermediary bank, the transaction status may be viewed via the Overseas Transfer Status function and any charges imposed by intermediary or beneficiary banks will not be refunded. Refunds, if applicable, will only be processed after Bank Islam has received confirmation from the beneficiary or intermediary bank and completed the necessary investigation.

Any refund will be made in Ringgit Malaysia (RM). If the original transfer was made in a foreign currency, the amount will be converted into RM at Bank Islam's prevailing buying rate ([please refer to \[link FX rate\]](#)) on the date of refund. The refund amount may differ from the original amount due to exchange rate fluctuations, the applicable service fee (as published on [Fees and Charges : Others – Bank Islam Malaysia Berhad](#)), and any fees or charges imposed by intermediary or beneficiary banks.

**7. Processing Time and Cut-off**

Same-day value processing is subject to Bank Islam's cut-off times. Processing timelines may vary depending on the destination country and currency. Transactions initiated after Bank Islam's cut-off time will be processed on the next business day. Details of Bank Islam's cut-off time are available on Bank Islam's official website under FREQUENTLY ASKED QUESTIONS (FAQs) for BIMB Mobile and BIMB Web.

**8. Fees, Taxes and Charges**

All applicable fees, charges, and government taxes (including SST) for the Overseas Transfer service will be borne by you. Bank Islam will inform you of such fees and charges and/or any variations thereof by giving twenty-one (21) days prior notice. Details of the applicable fees and charges are available on Bank Islam's official website at [Fees and Charges : Others – Bank Islam Malaysia Berhad](#).

**9. Amendment of Terms**

Bank Islam reserves the right to vary, revise, or amend these Terms and Conditions by giving twenty-one (21) days' prior notice via Bank Islam's official website or branch premises.

**10. Regulatory Compliance**

Overseas transfer is governed under Islamic Financial Services Act 2013 (IFSA) Section 225 Measures relating to international and domestic transactions and you must comply with all applicable regulations including the Foreign Exchange Policy Notices (FEP Notices) issued by Bank Negara Malaysia (BNM). For more details, refer to: [www.bnm.gov.my/fep](http://www.bnm.gov.my/fep).



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**11. Contact Information**

Should there be any enquiries or require any assistance, please refer to Bank Islam's Contact Center at +603 26 900 900 (24 hours daily) or email at [contactcenter@bankislam.com.my](mailto:contactcenter@bankislam.com.my).

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