

At Bank Rakyat, our online financial services are developed to fulfil your needs and giving a total customer satisfaction. We are committed to provide a secure and confidential online financial service environment in order to create a convenience and secure-feel banking experience while you are accessing our online service.

Reliability and Quality Services

- We shall ensure that our standard services and products are tailored according to current banking requirement of Bank Negara Malaysia and customer's expectations.
- We shall ensure to possess enough resources to run and support the online financial services system and address any related security and privacy concerns that our customers might have.

Transparency of Products

- We are committed to ensure that any disclosure of our products and services, is transparent and accurate.
- We shall not engage in deceptive, misleading or false representations regarding to our products or services and always ensures users of fair and accurate disclosure.

Privacy and Security

- We understand our client's personal and financial information is the core element of our public trust and service confidentiality.
- We shall pursue the strongest form of preventive and punitive measures against any party which attempts to compromise your right to transaction security and confidentiality.
- We shall ensure that our employee is well trained and able at any circumstances to assist the customer to solve any problem occurred according to our Online Financial Services and trying the best to prevent any unauthorised access concerning all your transactions with us.

Prompt Response of Enquiries or Complaints

- We welcome and encourage you to raise any enquiries, feedback, comments, suggestions, concerns or complaints which you may have in respect of our products or services. Customers can e-mail or send their feedback to telerakyat@bankrakyat.com.my.