



Extended Live Chat Operating Hours for Premier Customers

10 October 2025

Dear Valued Premier Customers,

Please be informed that effective 3 November 2025, our Live Chat operating hours will be enhanced as follows:

Channel	Customer Segment	Operating Hours	
		Current	From 3 Nov 2025
Live Chat (Agent) via In-App & Website	Premier & Premier Elite	Available from 8am to 8pm, Monday to Friday except Public Holidays.	Available 24/7

This enhancement reflects our continued commitment to deliver greater convenience and personalized support to our Premier customers.

Thank you for banking with us.