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BIBD HONORS 23 EMPLOYEES COMMENDED BY CUSTOMERS FOR OUTSTANDING SERVICE

9 October 2026 - Bank Islam Brunei Darussalam Berhad (BIBD) has recognised 23 employees for delivering outstanding service, following commendations received directly from customers through the Bank's R.I.S.E GEMS and Client Service Charter feedback channels. The recognition reflects the important role employees play in creating positive customer experiences and building lasting trust through everyday interactions.

The employees were recognised at the BIBD R.I.S.E Recognition Awards 2026, held at the J Sutera Ballroom, J Hotel, Kiulap. Attending as Guest of Honour was Haji Mohammad Yusri bin Haji Wahsafelah, Acting Managing Director and Chief Executive Officer of BIBD. The ceremony was also attended by BIBD's senior management, senior officers and employees, who gathered to celebrate colleagues recognised for their outstanding commitment to customer service excellence. The recipients represented branches from Temburong, Serusop, Seria, Manggis, Kiulap and Main Branch, as well as the Kiulap Direct Sales Team and Customer Care Department, reflecting the collective effort across BIBD to deliver exceptional customer experiences.

In her remarks, Yang Mulia Lyndsay Spray, Acting Assistant Managing Director 1 and Acting Chief Human Resources Officer of BIBD, highlighted that while banking products and technology continue to evolve, the experiences customers have with people remain at the heart of every relationship.

"What our customers remember most is how we make them feel. Every positive interaction, every act of patience, and every effort to go the extra mile leaves a lasting impression that strengthens trust and builds meaningful relationships," said Yang Mulia Lyndsay Spray.

She noted that the awards carry special significance because the recognition comes directly from customers who took the time to acknowledge employees who made a difference to their banking experience.

"The colleagues we recognise today were commended directly by customers. Their recognition is a reminder that great service is often found in the simple things: listening attentively, showing empathy, providing clear guidance and taking ownership to help our customers succeed."

The awards celebrate employees who consistently embody BIBD's R.I.S.E Service DNA of being Reliable, Innovative, Simple and Ever-Caring, while delivering on the commitments outlined in the Bank's Client Service Charter. Their efforts help customers feel supported, understood and valued at every stage of their banking journey.

Launched in January 2026, the Client Service Charter was introduced to clearly communicate BIBD's service commitments and give customers a direct channel to share feedback on their experiences. Together with the R.I.S.E GEMS recognition programme, it plays an important role in strengthening a customer-centric culture by encouraging accountability, service excellence and continuous improvement across the Bank. Feedback received through these channels helps BIBD better understand customer expectations, enhance the overall customer experience, and recognise employees who consistently go above and beyond in serving customers.

Beyond recognising individual achievements, the event also highlighted the important role of leadership in fostering a strong service culture. Branch Managers and Sales Managers were acknowledged for their guidance, coaching and support in helping teams deliver high standards of service across the organisation.

Emphasising the responsibility of leadership, Yang Mulia Lyndsay Spray said:
"Leadership is Amanah. It is a trust we fulfil by guiding our people, leading by example and ensuring our service promise is reflected in our everyday actions."

The programme featured customer commendation highlights, the sharing of service best practices and interactive activities designed to encourage learning and strengthen service excellence across the organisation.

As Brunei Darussalam's leading Islamic financial institution, BIBD recognises that exceptional service is delivered by its people. Through initiatives such as the BIBD R.I.S.E Recognition Awards, the Bank continues to celebrate employees who make a positive difference in customers' lives, strengthen customer trust and contribute to a culture where service excellence is part of everyday work.

(ENDS)

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About BIBD:

BIBD is Brunei's largest Islamic financial institution, managing assets of over B\$11 billion and serving more than 345,000 customers through 14 branches across all four districts. Headquartered in Bandar Seri Begawan, BIBD operates under the ethos of being "Bruneian at Heart", guided by the principles of Maqasid Shariah to deliver Shariah-compliant, customer-centric financial solutions.

Through the BIBD Group Sustainability Framework, the Bank is committed to driving environmental and social progress while aligning with national goals such as Brunei Vision 2035. BIBD's community-focused initiatives reinforce its role as a key partner in the nation's development and prosperity.

Since 2015, BIBD has maintained an A- (Stable) credit rating from S&P Global and holds ISO 9001:2015 and ISO22301:2019 certification. The Bank has been recognised as the Strongest Bank

in Brunei by The Asian Banker (2016-2024), Best Retail Bank (2013-2022), The Banker's Bank of the Year (2023), and Global Finance's Safest Bank in Brunei (2023), among other accolades.

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