



BANK RAKYAT FORGES STRATEGIC ENGAGEMENTS TO ACCELERATE DIGITAL TRANSFORMATION

SHANGHAI, 23 September 2026 – Bank Rakyat is strengthening its digital transformation agenda and support for Malaysian micro, small and medium enterprises (MSMEs) through strategic engagements with **Alibaba and Lenovo**, bringing together capabilities in cross-border e-commerce, technology advancement and fintech innovation.

The efforts form part of Bank Rakyat's Shanghai mission and are intended to strengthen the Bank's technology capabilities while creating opportunities for Malaysian MSMEs, cooperative members and the wider business ecosystem. The Shanghai mission encompasses strategic engagements with Alibaba and Lenovo, with Malaysian MSMEs and cooperative members identified among the primary beneficiaries.

Prior to the strategic engagements, a discussion was held and attended by the Prime Minister of Malaysia Yang Amat Berhormat Dato' Seri Anwar Ibrahim; the Minister of Investment, Trade and Industry, Yang Berhormat Datuk Seri Johari Abdul Ghani; the Minister of Home Affairs, Yang Berhormat Datuk Seri Saifuddin Nasution Ismail; and the Ambassador of Malaysia to the People's Republic of China, His Excellency Dato' Norman Muhamad.



“Through these strategic engagements, Bank Rakyat is bringing together global technology capabilities and our understanding of the Malaysian market to explore solutions that can enhance customer experience, strengthen operational efficiency and create new opportunities for Malaysian businesses,” he said.

Through this engagement, Bank Rakyat and Alibaba Cloud will explore opportunities to leverage emerging technologies, including cloud computing, artificial intelligence (AI), data analytics, and other digital solutions, to enhance the capabilities and competitiveness of Malaysian businesses.



Your Bank of Choice

As part of its MSME development agenda, Bank Rakyat will also explore initiatives to facilitate the onboarding of Malaysian MSMEs, particularly its customers, onto Alibaba's e-commerce platforms. The initiative aims to provide businesses with greater access to digital marketplaces, enabling them to showcase, market, and sell their products to a wider international audience.

In addition, the engagement seeks to support Malaysian MSMEs in expanding beyond domestic borders by unlocking opportunities in cross-border trade and digital commerce. By leveraging Alibaba's global ecosystem and digital infrastructure, MSMEs can strengthen their export readiness, access new markets, and participate more effectively in the global digital economy.

This strategic engagement reflects Bank Rakyat's continued commitment to fostering business growth, accelerating digital transformation, and creating meaningful opportunities for Malaysian entrepreneurs to thrive in an increasingly interconnected world.

ADVANCING FINTECH INNOVATION WITH LENOVO

In parallel, **Lenovo will be specially invited to participate in the Bank Rakyat Fintech Community Hub as an ecosystem partner**, with a focus on scouting potential fintech companies to collaborate with Bank Rakyat during its accelerator programme.

The engagement will leverage Lenovo's wider startup and fintech ecosystem to identify potential technology partners and innovative solutions that could be explored and developed within Bank Rakyat's ecosystem.

This complements the broader collaboration with Lenovo in enterprise AI and fintech innovation, including access to its startup and fintech network to support the co-development of financial solutions.



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Through the Fintech Community Hub, Bank Rakyat aims to strengthen connections between the Bank, technology providers, and fintech innovators, creating an avenue to identify and explore solutions that respond to evolving customer and business needs.

Bank Rakyat Group Chief Executive Officer, Ahmad Shahril Mohd Shariff added that the engagements support the Bank's efforts to harness technology not only to transform banking services but also to strengthen the ecosystem supporting Malaysian businesses.

"Digital transformation is ultimately about creating better experiences and greater value for our customers. By collaborating with established global technology players, we can accelerate the exploration and adoption of capabilities that improve how we serve customers, strengthen our operations and support businesses in an increasingly digital economy.

"Importantly, these engagements allow us to connect Malaysian MSMEs with technology, digital platforms and international opportunities. By bringing together financing, market access and innovation, we aim to create a stronger ecosystem that enables businesses to scale and participate more effectively in the global economy," he said.

The strategic engagements are expected to contribute to Bank Rakyat's broader efforts to enhance customer experience, improve operational efficiency, facilitate cross-border trade and develop new digital financial capabilities, while creating opportunities for MSMEs and cooperative businesses to participate in an increasingly connected digital economy.

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