

PRESS RELEASE

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Maybank offers moratorium on payments for flood-affected customers in Sabah

Maybank today announced that it will be offering a six month moratorium on monthly installment payment for loans and waiver of certain charges based on a case-to-case basis for customers in Sabah affected by the flood.

The suspension for payments are extended to business banking, SMEs banking and consumer banking customers.

Announcing this today, Maybank Group President & CEO, Datuk Abdul Farid Alias said that this moratorium was in line with Maybank's mission of humanising financial services wherever it operates. "We feel for those affected by the floods and understand that they will have many other concerns at this time. Hence, we hope that the moratorium we are offering our customers will ease any additional anxieties over financial commitments they have during this difficult period."

The moratorium covers deferment of monthly instalments based on a case-to-case basis for customers with consumer and business banking loans for up to six months. It also includes waiver of charges for affected customers seeking replacement of ATM cards, cheque books and passbooks which have been destroyed in the floods.

Maybank, he said, will also consider requests from affected credit card customers for waivers of late/finance charges and applications to increase their credit limit during this period.

Etiqua, the Group's insurance arm will expedite claims processes as well as help ease any financial hardship during the flood by providing policyholders with dedicated Flood Claims Assist Hotlines.

Customers can call the Bank's hotline at Tel 1 300 88 6688 for further information or visit their home branches to apply for the moratorium. The Etiqua Flood Claims Assist Hotlines can be reached at 03-42707735.

Maybank had also offered similar disaster relief programmes to the customers during recent flood incidents which occurred in Peninsular Malaysia.
