

23 December 2014

Malayan Banking Berhad (3813-K)
Menara Maybank,
100 Jalan Tun Perak,
50050 Kuala Lumpur, Malaysia
Telephone +603 2070 8833
Telex MA 32837
www.maybank2u.com.my

Maybank offers financial relief programme for flood-affected customers

Maybank today has announced that it will offer a 6 month moratorium on instalment payment for loans and waiver of certain charges based on a case-to-case basis for customers who are affected by the flood in various states in Malaysia immediately.

Maybank's Head of Community Financial Services Malaysia, Hamirullah Boorhan said that the Bank understands the difficulties faced by those who are affected by the flood and that they will require some form of financial relief during the period. "Hence, in line with Maybank's mission is to humanise financial services, we initiate this programme to lessen the burden of our customers.

The Bank will provide for relief assistance on a case-to-case basis and applies to both conventional and Islamic facilities. 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. Credit card customers who are affected by the flood will also be eligible for waivers of late/finance charges and applications to increase their credit limit during this period. In addition, Etiqa, the Group's insurance arm will expedite claims processes from customers who have taken its flood insurance policies.

For any queries, customers can contact Maybank Group Customer Care at Tel 1-300-88-6688 or visit their home branch for further information and assistance on the disaster relief programme.

Maybank had previously offered similar disaster relief programmes in the past years to customers who are affected by the floods in Malaysia.

Apart from this financial relief programme, Maybank is also assisting affected flood victims through a recent partnership between Maybank Foundation and Mercy Malaysia in which it has committed RM 1 million to be channelled to victims of natural disasters.

The collaboration also includes a proactive approach by Maybank employees to join in relief efforts such as assisting the authorities to distribute hygiene kits and food items to flood victims around Tanah Merah recently. This will be followed with Pasir Mas and Rantau Panjang in the near future.