

Press Release

7 August 2020

Maybank offers 3 easy channels for customers to apply for post-moratorium Repayment Assistance

With the six-month moratorium ending on 30 September 2020, Maybank has been proactively reaching out to its customers to offer Repayment Assistance Package options to ease the financial burden of those who may be affected by the Covid-19 pandemic. The Bank will continue to progressively reach out to more customers but wishes to encourage those who need repayment assistance to contact the Bank as soon as possible.

For added convenience, the Bank has made available three easy options for customers to apply for the Repayment Assistance Packages from 7 August 2020. They are as follows:

- a. Apply online via Maybank2u (for individual customers excluding Hire Purchase)
- b. Apply via email to weassist@maybank.com (for individual customers) or SMErelief@maybank.com (for SME customers), providing name, contact number, type of loan (e.g Mortgage, Hire Purchase, Term Loan Financing); Vehicle number (for Hire Purchase) and Reason for application, or
- c. Visit or call any of our branches, SME Centres or Auto Finance Centres (whichever is relevant) nationwide.

The Repayment Assistance Packages will be tailored to best suit the needs of our customers and address the challenges they are facing - be it loss of employment, reduction in salary or disruption in business operations. This may include extension of moratorium for those who lost employment in 2020, rescheduling of their loan/financing facility to extend the tenure or restructuring the loan/financing to a structure which is more in line with their payment capabilities.

While the deadline for applications is 30 September 2020, the Bank would also like to urge its customers to start applying as early as possible so that the repayment arrangements can be approved and implemented before the moratorium ends. Customers may visit www.maybank2u.com.my/covid19 for further information including the type of documents that may be helpful to support their applications. They can also call the Maybank Customer Care Hotline: 1-300 88 6688, and press *1 for “Repayment Assistance”
