

Press Release

29 September 2020

Maybank branches open till 7pm tomorrow for Repayment Assistance applications

With the 6-month moratorium ending on 30 September 2020, Maybank's branches nationwide (except for those in the Red Zones) will continue to remain open until 7:00pm today (Tuesday) and tomorrow (Wednesday) to provide customers added convenience to enquire and apply for Repayment Assistance.

Maybank wishes to once again remind its customers who are impacted by the pandemic to contact the Bank immediately should they wish to apply for Repayment Assistance for their loan/financing. The Bank also wishes to clarify that the CCRIS status of borrowers who take the repayment assistance will not change.

Besides the extended operating hours, the Bank continues to offer 3 easy channels to apply for Repayment Assistance, as follows:

- Apply online via Maybank2u (for individual & Business Hire Purchase customers)
- 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), Employment Status, and Reason for application, or
- Call any of our branches, SME Centres or Auto Finance Centres (whichever is relevant) nationwide.

Maybank wishes to assure those who have applied for Repayment Assistance but have yet to receive a response that their applications are currently being processed and they will be advised soonest possible on their loan repayment for October onwards.

Meanwhile, customers who did not apply for the Repayment Assistance are reminded that they will have to resume payment for their loan/financing starting October 2020. Those who anticipate difficulties in servicing their monthly instalments post-moratorium can still get in touch with the Bank to discuss repayment packages to suit their current financial needs. However, these customers are advised to apply for repayment assistance before their October installment is due to ensure their credit status is maintained.

Customers who require more information on Maybank's Repayment Assistance may also visit www.maybank2u.com.my/covid19 or contact the Maybank Customer Care Hotline at 1-300 88 6688, and press *1 for "Repayment Assistance".
