



Press Release

11 January 2021

Maybank offers Flood Relief Assistance to affected customers

Flood victims can also request for waiver of fees and charges for selected services

Maybank today announced that it is offering Flood Relief Assistance to ease the financial burden of its individual and SME/corporate customers who are affected by the floods in several states in the country.

The Flood Relief Assistance is designed to address the challenges the flood victims are facing and will include, amongst others, deferment of financing/loan payment, a reduction in monthly instalment or extension of repayment tenure.

For convenience, customers can apply for the Flood Relief Assistance via two (2) easy channels, as follows:

- i. Email to floodrelief@maybank.com providing name/company name, IC number/BusinessRegistration, contact number, type of loan/product (e.g Mortgage, Hire Purchase, Term Loan Financing); Vehicle number (for Hire Purchase)
- ii. Visit or call any of our branches, SME Centres, Business Banking Centres or Auto Finance Centres (whichever is relevant) nationwide.

All applications will be evaluated on a case-by-case basis.

In addition, the Bank is also offering waiver of fees and charges for selected services, such as replacement of debit card, ATM cards or cheque books lost or damaged during the floods. It will also provide waiver for late charges for credit cards.

Etiqa, Maybank Group's insurance arm, has also put in place a hassle-free and expeditious claim process for its insurance policyholders and takaful certificate holders, with no forms or supporting documents required. To submit a claim, the respective policyholders or certificate holders can:

- i. submit a text message, photos or videos of the flood to its dedicated 24-hour Whatsapp numbers:

Kuala Lumpur, Selangor, Perak, Kedah, Penang, and Perlis:	011-1630 6646
Kelantan, Terengganu, Pahang, Johor, Melaka, Negeri Sembilan, Sabah and Sarawak	018-226 3288

or

ii. call its Flood Claims Careline

Kuala Lumpur, Selangor, Perak, Kedah, Penang, and Perlis:	03-2692 8188
Kelantan, Terengganu, Pahang, Johor, Melaka, Negeri Sembilan, Sabah and Sarawak	03-4270 7735/ 03-4270 5068

On-site claims for amounts less than RM20,000 will be approved instantly. Apart from claims, Etiqa has also been assisting flood victims by distributing relief packets to affected areas.

Maybank' Groups primary concern at this moment is the wellbeing of the community impacted by the floods. It hopes that the Flood Relief Assistance will help alleviate the burden of its customers and allow them to focus on the safety of their families, and rebuilding their lives.

In addition to the Flood Relief Assistance, Maybank continues to make available Repayment Assistance to support its customers who are impacted by the on-going Covid-19 pandemic and has extended the application deadline to 30 June 2021.

For more information on Maybank's Flood Relief Assistance, please visit www.maybank2u.com.my. Customers can also contact the Maybank Group Customer Care Hotline at [1-300-88-6688](tel:1-300-88-6688) for further assistance.

About Maybank - Humanising Financial Services

Maybank is among Asia's leading banking groups and South East Asia's fourth largest bank by assets. The Maybank Group is present in Malaysia, Singapore, Indonesia, Philippines, Brunei Darussalam, Vietnam, Cambodia, Thailand, Hong Kong SAR & People's Republic of China, Bahrain, Uzbekistan, Myanmar, Laos, Pakistan, India, Saudi Arabia, Great Britain and the United States of America. The Group offers an extensive range of products and services, which includes consumer and corporate banking, investment banking, Islamic banking, stock broking, insurance and takaful and asset management. (www.maybank.com)