



Press Release

19 May 2021

Maybank offers Repayment Assistance for impacted customers via easy application channels

Maybank today reaffirmed that it will continue to make available Repayment Assistance to support its individual and Small and Medium Enterprise (SME) customers whose livelihoods have been impacted by the pandemic. Customers who require financial assistance can still contact the Bank to discuss and work out the most suitable Repayment Assistance package to address their financial difficulties, while applications can be easily submitted through various channels including online for enhanced convenience.

Maybank's priority is to ensure that its customers continue to have access to the financial assistance they require as the pandemic prolongs and to be able to have some cashflow relief as they seek to manage their various other obligations during this challenging period.

As at early May 2021, the Bank has processed over 200,000 Repayment Assistance applications and approved all eligible applications processed amounting to RM32 billion. Of these approved applications, about 37% have been granted a further deferment in the repayment of their loans and financing, while the remaining customers have been granted lower instalment payments for an agreed duration. Besides Repayment Assistance, the Bank continues to make available various financing solutions to businesses and individuals.

For the convenience of customers, the Bank allows applications for Repayment Assistance to be made easily via any of the following four available channels:

- a. Apply online via Maybank2u (for individuals and sole proprietors) or Maybank2u Biz (for microenterprises and SMEs)
- b. Apply via email to weassist@maybank.com (for individual customers) or SMErelief@maybank.com (for SME customers), providing name, IC no, contact number, company name, type of loan (e.g Mortgage, Hire Purchase (HP), Term Loan Financing) and reason for application. For applicants with HP loans, please state Vehicle Number as well
- c. Visit or call any of our branches, SME Centres or Auto Finance Centres (whichever is relevant) nationwide; or

- d. Call our Maybank Group Customer Care Hotline at 1-300-88-6688 and press *1 for Repayment Assistance.

The Bank encourages customers who intend to apply for any Repayment Assistance package to do so via email, telephone or online (details of the four channels are as listed above) for their safety and convenience. Those who wish to apply physically at branches are encouraged to make an appointment online using Maybank EzyQ (via Maybank2u) before the visit.

More information and FAQs on Maybank's Repayment Assistance packages can be obtained at www.maybank2u.com.my/covid19 or by contacting the Maybank Group Customer Care Hotline at 1-300-88-6688 and pressing *1 for "Repayment Assistance".
