

Maybank continues to offer Flood Relief Assistance to affected customers nationwide

- *Humanitarian aid worth RM250,000 channelled to those in need*

Maybank today announced that it will continue to offer Flood Relief Assistance to individual, SME and other non-retail customers affected by floods arising from heavy rainfall recently. The relief assistance is aimed at easing the financial burden of Maybank customers.

The Flood Relief Assistance is designed to address the challenges the flood victims are facing and will include, amongst others, deferment of financing/loan repayment, a reduction in the monthly instalment or extension of repayment tenure. Additionally, Maybank is offering waiver of fees and charges for selected services, such as replacement of debit and credit cards, and cheque books lost or damaged during the floods.

Maybank Group President & CEO, Dato' Khairussaleh Ramli said, "Helping our customers to recover from the floods is our primary mission. The reactivation of our Flood Relief Assistance programme, which has been in place for several years, is aimed at accelerating their return to normality. We encourage them to leverage the various banking touchpoints made available across online and on ground platforms, to receive immediate assistance."

"As the impacts of the flood is far reaching, we have taken a holistic approach to extend financial assistance to our customers including Maybank Islamic for Islamic finance and Etiqa for insurance needs. Beyond our customers, we are also mobilising humanitarian aid to affected communities across the nation through our zakat contribution and Maybank Foundation; ensuring no one is left behind."

In collaboration with MERCY Malaysia, Maybank Islamic amplified its effort to support the flood victims by contributing zakat worth RM200,000 to help the underprivileged asnaf community. Additionally, Maybank Foundation deployed RM50,000 to purchase hygiene kits to be distributed to the victims.

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

1. Email to floodrelief@maybank.com providing name/company name, IC number/Business Registration, contact number, type of loan/product (e.g Mortgage, Hire Purchase, Term Loan Financing); Vehicle number (for Hire Purchase)
2. 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 based on self-declaration by impacted customers.

Meanwhile, Maybank Group's insurance arm, Etiqa, has put in place a quick and easy 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:

1. 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

2. 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

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 for further assistance.
