

Maybank relief for flood victims

KUALA LUMPUR: Maybank is offering a moratorium on monthly instalment payment for loans and waiver of certain charges based on a case-to-case basis for customers in Terengganu, Kelantan, Pahang and other areas who are affected by the floods.

In a statement, the bank said the suspension of payments are extended to business banking, SME banking and consumer banking customers, effective from today until June 30.

"This is the sixth time that Maybank is offering moratorium to customers. As a bank that serves from the heart of community, we empathise with what they are going through and hope that this will ease their financial obligations during this difficult period," said Maybank Deputy President and Head of Community Financial Services Lim Hong Tat.

"This move also echoes our mis-



*Maybank Deputy President and Head of Community Financial Services **Lim Hong Tat** says the moratorium is the bank's sixth*

sion to humanise financial services, as Maybank is known to be socially responsible corporate citizen."

The bank will process the request

for relief assistance on a case-to-case basis and this applies to both conventional and Islamic facilities.

Some of the key features include deferment of monthly instalments based on a case-to-case basis for consumer loans, including business banking, SME loans and automobile financing for up to six months and waiver of charges for affected customers seeking replacement of ATM cards, cheque books and passbooks that have been destroyed in the floods.

Customers can call the bank's hotline at 1-300-88-6688 or visit their home branch for further information and assistance on the disaster relief assistance programme.

Maybank had offered similar disaster relief programmes to its customers during previous flood incidents in January and December 2007, November 2010, January 2012 and the landslide at Bukit Antarabangsa in December 2008.