

## Maybank offers Flood Relief Assistance to affected customers nationwide

Maybank today announced that it is offering 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 impacted by the floods.

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 monthly instalment or extension of repayment tenure.

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

1. Email to [floodrelief@maybank.com](mailto: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.

Additionally, the Bank is also offering waiver of fees and charges for selected services, such as replacement of debit cards, ATM cards or cheque books lost or damaged during the floods.

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](http://www.maybank2u.com.my). Customers can also contact the Maybank Group Customer Care Hotline at 1-300-88-6688 for further assistance.

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