

NEWS RELEASE

FOR IMMEDIATE RELEASE

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RHB LAUNCHES COMPREHENSIVE FLOOD RELIEF ASSISTANCE TO SUPPORT AFFECTED CUSTOMERS

Kuala Lumpur – RHB Banking Group (“RHB” or the “Group”) is committed to supporting its customers impacted by the recent floods across Malaysia. Through its Flood Relief Assistance Programme, available from now until 31 January 2025, RHB aims to offer immediate financial relief and long-term recovery support to individuals, Small and Medium Enterprises (SMEs), and micro-SMEs affected by the natural disaster.

Comprehensive Financial Assistance for Affected Customers

For Individual Customers:

Eligible individual customers can apply for the following relief options:

- **Payment Deferment:** Up to six months (January to June 2025) for Mortgages, Amanah Saham Bumiputera (ASB) Loan/Term Financing-i, Personal Loan/Financing-i, and Hire Purchase/-i facilities.
- **Fee Waivers:** Waivers on late payment charges, interest/management fees on affected Credit Cards/-i, up to RM500 (January to June 2025). Also, waivers on replacement fees for ATM, Debit Cards/-i, and Credit Cards/-i.

For SME Customers:

Eligible SME customers not currently part of a restructuring or rescheduling programme may apply for:

- **Payment Relief:** Up to six months (January to June 2025) for various financing facilities, including Hire Purchase/-i, Term Loan/Financing-i, Overdraft/-i interest/profit, Multi Trade Line/-i bill payments.
- **Disaster Relief Facility (DRF):** Eligible micro, small, and medium enterprises (MSMEs) can access financing of up to RM700,000 at preferential rates to aid in business recovery.

Extending a Helping Hand to Those Affected

“At RHB, we stand in solidarity with our customers affected by the recent floods. These challenging times require unwavering support, and we are committed to easing their financial burden and aiding in their recovery. We encourage all affected customers to reach out to us to explore the available assistance,” said Jeffrey Ng, Managing Director of Group Community Banking, RHB Banking Group.

How to Apply

Individual customers can contact RHB’s Call Centre at 03-9206 8118 or visit their nearest branch for assistance. SME customers can engage their relationship managers for personalised support. For more information, please refer to the Frequently Asked Questions (FAQ) on RHB’s Flood Relief Assistance Programme at <https://www.rhbgroup.com/-/media/pdf/flood-relief-assistance-2024-faq.pdf>.
