



**AmBank Group**

## **MEDIA RELEASE**

15 January 2021

### **AmBank provides 6-month moratorium to assist flood victims**

Given the floods that have devastated several parts of Malaysia, AmBank is prepared to provide a moratorium of up to 6-months to its customers who are currently affected by the floods. AmBank's flood relief moratorium will involve monthly instalments or repayments for all loans and financing facilities including credit card facilities.

Tan Sri Azman Hashim, Chairman, AmBank Group said, "We are reaching out to the flood victims, especially to our customers who are facing inconveniences and distress in coping with the aftereffects of the flood."

Dato' Sulaiman Mohd Tahir, Group Chief Executive Officer, AmBank Group, said, "This is a trying time for the victims. Our thoughts and prayers go out to those affected and displaced by the floods as well as those that are responding with rescue and relief efforts. We are ready to assist our customers as best as we can during this difficult period. We trust our moratorium measures, will aid in alleviating the distress faced by flood victims."

In addition, for customers seeking replacement of passbooks, cheque books, fixed deposit certificates, ATM, Credit and Debit cards, AmBank will waive all incidental and replacement charges to help ease their

Issued by Media Relations Unit, Group Corporate Communications & Marketing, AmBank Group  
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 03-2036 1703

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**Customer Care:**

 03-2178 8888

 [customer care@ambankgroup.com](mailto:customer care@ambankgroup.com)



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burden. AmBank would like to advise customers who have experienced difficulties and disruptions as a direct result of the flooding to contact its nearest branch or contact centre at 03-2178 8888 or email at [floodrelief@ambankgroup.com](mailto:floodrelief@ambankgroup.com).

AmBank will also continue to provide assistance via its Targeted Repayment Assistance (TRA) programme to B40, M40 and micro enterprise customers who have suffered job loss or income reduction as a consequence of the COVID-19 pandemic.

Dato' Sulaiman added, "We understand that these are still challenging times and we would like to reassure our customers that we will continue to assist them in meeting their financial obligations. Further to the extension of our Targeted Repayment Assistance Programme to 30 June 2021, we have continuously reached out to our customers to offer tailored additional assistance."

To date, AmBank has reached out to more than 500,000 customers to offer repayment assistance. We have processed more than 150,000 applications from individuals and SME customers to the tune of RM13 billion and approved close to 100% of these applications.

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### **About AmBank Group**

*AmBank Group is a leading financial services group with over 40 years of expertise in supporting the economic development of Malaysia. We have over three million customers and employ over 9,000 people.*

*The Group was listed on the Main Market of Bursa Malaysia in 1988. It is the sixth-largest banking group by assets in Malaysia, with a market capitalisation of around RM9 billion and assets of RM169.2 billion as at 31 March 2020.*

*AmBank Group serves over three million individual and corporate customers. It provides services in wholesale banking, retail banking, business banking, investment banking and related financial services which include Islamic banking, underwriting of general insurance, stock and share broking, futures broking, investment advisory and management services in assets, real estate investment trust and unit trusts.*

*For more information, please visit [www.ambankgroup.com](http://www.ambankgroup.com)*

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