

NEWS RELEASE

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RHB EXTENDS FINANCIAL ASSISTANCE TO CUSTOMERS AFFECTED BY FLOODS

Kuala Lumpur – Recognising the financial challenges caused by the recent floods, RHB Banking Group (“RHB” or the “Group”) is extending a helping hand to affected customers - individuals and Small and Medium Enterprises (“SME”) - through its Flood Relief Assistance Programme, which will be made available from now until 31 January 2024.

Under the Flood Relief Assistance Programme, eligible individual customers may apply for deferment of instalment payments for up to six months for Mortgages, Amanah Saham Bumiputera (“ASB”) Loan/Term Financing-i facilities, Personal Loan/Financing-i and Hire Purchase/-i. Additionally, RHB is offering a waiver of up to six months for late payment charges and interest/actual management fee on affected Credit Card/-i, up to a total of RM500 from February until July 2024, as well as a card replacement fee waiver for all ATM, Debit Card/-i, and Credit Card/-i.

Eligible SME customers who are currently not enrolled under any existing restructuring and rescheduling programme by the Group may apply for a deferment of instalment payments for up to six months for Hire Purchase/-i, Term Loan/Financing-i, Overdraft/-i interest/profit, Multi Trade Line/-i bill payments and other existing financing facilities. RHB will also be providing flood relief financing fund for SMEs, including deferment on instalments for new and existing SME customers, with financing facilities up to RM700,000 for a tenure of up to seven (7) years at a preferential rate.

On top of the Flood Relief Assistance Programme, RHB Insurance’s Natural Disaster Response Team offers faster processing of small claims (up to RM10,000) for fire insurance related to natural disasters.

“Following the recent floods that have disrupted thousands of lives across the country, the well-being of our customers and communities remains our topmost priority. We understand the financial pressure this difficult situation can bring and are committed to helping them ease their financial burden during these difficult times. Customers impacted by the floods are strongly encouraged to contact our Call Centre or respective relationship managers for further assistance on the Flood Relief Assistance Programme,” said Jeffrey Ng, Managing Director of Group Community Banking, RHB Banking Group.

“In addition to the financial assistance for customers, the Group will also be helping flood-affected communities get back on their feet by providing financial support in the form of cash to 400 families in the hardest-hit regions of Kelantan and Terengganu, helping them to rebuild their lives and alleviate the hardships caused by the flood,” Ng added.

For more information on the Flood Relief Assistance Programme, customers may refer to the Frequently Asked Questions (FAQ) available at <https://www.rhbgroup.com/files/others/highlights/H20231228-1.pdf>
