



FOR IMMEDIATE RELEASE
15 SEPT 2020

RHB HOLDS POST MORATORIUM PAYMENT ASSISTANCE CLINICS FOR CUSTOMERS NATIONWIDE

KUALA LUMPUR: RHB Banking Group (“RHB” or “the Group”) will hold Loan and Financing Payment Assistance Clinics over two consecutive weekends at more than 100 selected RHB Bank branches nationwide for customers who require further assistance with their loan and financing repayments as the 6-month Moratorium period comes to an end on 30 September 2020.

The Clinics will be held on 19 and 26 September 2020, from 9:00am to 1:00pm, where customers may discuss their loan and financing repayments as well as submit their applications for payment assistance.

Individual customers who wish to seek assistance are advised to bring along the following documents:

Customers who have lost their jobs / income	Customers who suffered salary / income reduction
<p><u>Salaried individuals</u></p> <ul style="list-style-type: none">• Letter of termination OR Letter from Employer stating unpaid leave for a minimum term of 3 months on full salary OR• Latest EPF statement (i-Akaun) showing no EPF contribution OR• Statutory declaration by customer(s) <p><u>Self-employed individuals</u></p> <ul style="list-style-type: none">• Proof of business closure / winding up OR• Statutory declaration by customer(s)	<p><u>Salaried individuals</u></p> <ul style="list-style-type: none">• Letter of salary revision OR• Latest EPF statement (i-Akaun) showing reduction in EPF contribution• 2 months’ salary slip for comparison (before & after salary reduction)• Statutory declaration by customer(s) <p><u>Self-employed individuals</u></p> <ul style="list-style-type: none">• Latest 6 months Bank statements OR• Statutory declaration by customer(s)
Other forms of Loan / Financing Payment Assistance programs for individual customers who are experiencing payment difficulties:	
<p><u>Salaried Individual</u></p> <ul style="list-style-type: none">• Latest 1-month salary slip OR• Latest 1-month commission statement OR• Latest EPF statement	<p><u>Self-employed individuals</u></p> <ul style="list-style-type: none">• Latest 3 months personal / company bank statements evidencing self-employment income
<p>Customers who do not have the documents listed above may submit other types of income documents to support their applications, including:</p> <ul style="list-style-type: none">• Dependent income document (spouse / parents / children)• FD interest / profit, Dividend, Rental Income etc.	

- | |
|---|
| <ul style="list-style-type: none">• Assets under management (AUM): Current Account / Savings Account / Quoted Shares / Unencumbered Unit Trust• Statutory declaration by customer(s) |
|---|

SME customers seeking assistance are advised to provide the following documents:

- Latest 6-month Bank statement
- Latest audited accounts

Additional documents may be required, and will be determined on a case-to-case basis once the application process has commenced.

RHB strongly urges its customers who anticipate difficulties in repaying their monthly instalments to attend the payment assistance clinics and discuss mutually feasible repayment arrangements to help ease their financial concerns.

The Group is proactively engaging with customers before the Moratorium period ends through various physical and digital channels. These include social media and website posts, phone calls, physical visits, SMS blasts, SME Helpdesk, email and electronic direct mailers (e-DM), with particular focus on the high risk and vulnerable categories.

For the list of participating branches and for more information, please visit www.rhbgroup.com. Customers may also call the numbers below for further assistance:

Individual customers:

- Mortgage and ASB Financing: 03-2610 6000
- Personal Financing and Hire Purchase: 03-2776 3111

SME customers:

- SME Helpdesk: 03-9280 6270 / 6416 / 6391

Issued on behalf of RHB Bank Berhad by Group Corporate Communications Division. For more information, please contact Norazzah Sulaiman at 012 644 8321 / norazzah@rhbgroup.com or Cynthia Blemin at 012-2494071 / cynthia.blemin@rhbgroup.com

About the RHB Banking Group

The RHB Banking Group, with RHB Bank Berhad as the holding company, is the fourth largest fully integrated financial services group in Malaysia. The Group's core businesses are structured into seven main business pillars, namely Group Retail Banking, Group Business & Transaction Banking, Group Wholesale Banking, RHB Singapore, Group Shariah Business, Group International Business and Group Insurance. Group Wholesale Banking comprises Corporate Banking, Investment Banking and Group Treasury & Global Markets. All the seven business pillars are offered through the Group's main subsidiaries – RHB Investment Bank Berhad, RHB Islamic Bank Berhad and RHB Insurance Berhad, while its asset management and unit trust businesses are undertaken by RHB Asset Management Sdn. Bhd. and RHB Islamic International Asset Management Berhad. The Group's regional presence now spans ten countries including Malaysia, Singapore, Indonesia, Thailand, Brunei, Cambodia, Hong Kong, Vietnam, Lao PDR and Myanmar.

For more information, please visit www.rhbgroup.com