



AmBank Group

Media Release

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AmBank Repayment Assistance Exceeds RM11 billion

In an effort to support SMEs and Malaysians affected by COVID-19, AmBank will be extending its targeted Repayment Assistance Programme until 30 June 2021. The extension of the repayment assistance programme is intended to further aid AmBank customers who are impacted by job loss or are facing reduced monthly income due to the COVID-19 pandemic.

Since the beginning of the moratorium period in March, AmBank has reached out to its lending and financing customers through SMS blasts, telephone calls and engagement with customers, emails, website announcements as well as social media platforms. Selected AmBank branches have also been opened to assist customers who are facing financial constraints.

Dato' Sulaiman Mohd Tahir, Group Chief Executive Officer, AmBank Group, said "We are here to assist our customers. To this end, we are making available tailored rescheduling and restructuring plans to suit and meet our customers' respective financial commitments. Our relationship managers and customer service frontliners are ready to lend a helping hand by engaging with our customers."

"We have reached out to more than 500,000 customers to offer repayment assistance. As at mid-October 2020, we have processed more than 60,000 applications from individuals and SME customers and approved close to 100% of these applications. We are pleased to have extended repayment assistance for loans and facilities amounting to more than RM11 billion," added Dato' Sulaiman.



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Dato' Sulaiman also stressed that the Bank will continue to engage its customers who have yet to submit their application, especially those in the affected industries who are severely impacted by the pandemic.

The Repayment Assistance application is available on AmBank's website for the ease of customers residing in Conditional Movement Control Order (CMCO) areas. For more information on the repayment assistance, customers can visit ambank.com.my/RA.

Throughout the CMCO period, customers are encouraged to utilise AmBank's digital banking platform, AmOnline to perform business transactions. AmBank will continue to serve customers at branches and via AmOnline services as well as ATMs nationwide, which are available 24/7.

For any enquiries, customers can reach AmBank via email at customercare@ambankgroup.com or at +603 2178 8888 or visit their nearest branch.

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 8,000 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 RM9.0 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 ambankgroup.com

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