



**AmBank Group**

## **MEDIA RELEASE**

7 March 2023

### **AmBank to offer flood assistance to its customers and employees nationwide**

***Bank is providing targeted assistance to eligible customers with a repayment assistance of up to six months for all loans and financing facilities***


AmBank Group is ready to assist in easing the financial burdens faced by customers and businesses including its employees following the recent floods nationwide.

**Dato' Sulaiman Mohd Tahir, Group Chief Executive Officer, AmBank Group** said, "We know it can be a very challenging time for communities affected by the devastation of floods. We are very concerned about the difficulties faced by affected Malaysians, be it individuals and businesses and are aware that they also have other more important priorities and financial needs at this time. The Bank is committed to providing flood assistance to all our affected customers through our Flood Relief Programme. This Programme provides targeted assistance to eligible customers who are struggling with the aftereffects of the floods. Affected customers are offered a repayment assistance of up to six months for all loans and financing facilities including credit card facilities, with no late or penalty charges imposed during the repayment assistance

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**Customer Care:**

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period. Further to that, customers who are seeking replacement of passbooks, cheque books, fixed deposit certificates, ATM, Credit and Debit cards will be waived of all incidental and replacement charges to help ease their burden. Our thoughts and prayers here at AmBank Group go out to those affected by the floods.”

**Aaron Loo, Managing Director of Retail Banking said,** “Our branches, relationship managers and call centre stand ready to assist impacted customers in obtaining our flood assistance programme. We understand the hardships faced and we will do our part to help alleviate our customer’s financial burden during these trying times.”

Customers of AmBank who have experienced difficulties and disruptions as a direct result of the flooding can contact their nearest branch or the AmBank’s 24-hour Contact Center at 03-2178 8888.

Through its Human Resources team and Kelab AmBank Group, the Bank will also be providing financial support to its staff to alleviate their hardship during these challenging and harrowing times.

#### **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 more than RM12 billion as at 31 March 2022.*

*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, life insurance, family takaful, stock and share broking, futures broking, investment advisory and management services in assets, real estate investment trust and unit trusts.*

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

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