



## Media Release

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**FOR IMMEDIATE RELEASE**

7 March 2023

### **Public Bank Offers Loan Repayment Relief Of Up To 6 Months Repayment Moratorium For Customers Affected By Floods**

Public Bank and Public Islamic Bank are offering repayment relief for loan and financing customers who have been affected by the recent floods in several states in Malaysia.

Public Bank's Managing Director and Chief Executive Officer, Tan Sri Dato' Sri Dr. Tay Ah Lek said, "Public Bank stands ready to support customers who have been affected by the massive floods. The repayment relief would alleviate their financial burden and also help them to restore their livelihood."

The repayment relief includes:

- i. Deferment of monthly instalment for loan and financing of up to 6 months, on a request basis. The repayment relief is applicable to loan and financing facilities such as house financing, hire purchase and credit cards for individual customers, as well as SME loan and financing for affected local businesses.
- ii. Waiver of charges on the replacement of banking related documents, such as bank cards and passbooks that have been destroyed or lost in the floods.
- iii. Collaborating with Lonpac Insurance Bhd in facilitating and expediting claims to be made by the affected customers on losses covered by insurance policies underwritten by Lonpac.

On top of that, SMEs and micro enterprises affected by floods located in districts identified by Agensi Pengurusan Bencana Negara as flood disaster areas are also eligible to apply for the Bank Negara Malaysia's Disaster Relief Facility of which Public Bank is a participating financial institution.

This facility is for the purpose of repairs and/or replacement of assets for business use, such as plants and machinery which have been damaged by floods, as well as for working capital purposes.

**Contacts**

Customers who require the repayment relief as well as more information may visit our Public Bank branches or contact the Bank's general line at 03-21708000.

For insurance claims related matters, affected customers can contact Lonpac at 03-2262 8688.

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