

NEWS RELEASE

FOR IMMEDIATE RELEASE

2 April 2025

RHB EXTENDS RELIEF ASSISTANCE TO CUSTOMERS AFFECTED BY PUTRA HEIGHTS GAS PIPELINE FIRE

Providing Financial and Insurance Support Impacted Individuals and Businesses

Kuala Lumpur – RHB Banking Group (“RHB” or the “Group”) extends its deepest sympathies to those affected by the recent gas pipeline fire in Putra Heights. Recognising the distress and disruption caused, RHB is committed to providing immediate financial and insurance relief to impacted individuals, households, and businesses.

Financial Relief Assistance

RHB has introduced a comprehensive Financial Relief Assistance Programme to support affected individuals and SMEs in Putra Heights. Application is open from now until 31 May 2025, and payment deferment is applicable for up to six months from June to November 2025.

For Individual Customers:

Eligible individual customers may apply for the following financial assistance:

- **Payment Deferment:** Up to six months for Mortgages, Amanah Saham Bumiputera (ASB) Loan/Term Financing-i, Personal Loan/Financing-i, and Hire Purchase/-i facilities.
- **Fee Waivers:** Waivers on late payment charges and interest/management fees on affected Credit Cards/-i, up to RM500. Additionally, replacement fees for Debit Cards/-i, and Credit Cards/-i will be waived.

For SME Customers:

SME customers not currently part of a restructuring or rescheduling programme may apply for:

- **Payment Relief:** Up to six months for various financing facilities, including Hire Purchase/-i, Term Loan/Financing-i, Overdraft/-i interest/profit, Multi Trade Line/-i bill payments.

Customers are encouraged to contact their nearest RHB branch or reach out to RHB’s Call Centre at 03-9206 8118 to discuss their specific circumstances and available support.

Insurance Relief Assistance

Through RHB Insurance, the Group has also introduced immediate financial relief for policyholders impacted by the incident. Eligible policyholders under Motor, Personal Accident, Retail Fire, Homeowners, and Householders insurance will receive coverage for damages sustained. To ensure a smooth claims process, RHB Insurance is waiving police report and driving license requirements for affected customers.

For assistance, policyholders may contact the Motor Claims Hotline at 1300 880 881, the Non-Motor Claims Hotline at 03-7989 0310, or reach out via WhatsApp at 012-603 1978 for support.

RHB's Commitment to the Community

“At RHB, we stand by our customers in times of need. Our priority is to provide swift and meaningful financial assistance, including facilitating insurance claims, to help them navigate this challenging period. We encourage all affected individuals and businesses to reach out and explore the relief options available to support their recovery,” said Dato’ Mohd Rashid Mohamad, Group Managing Director / Group Chief Executive Officer, RHB Banking Group.

RHB Banking Group remains in solidarity with the affected communities and extends its gratitude to emergency response teams for their swift action. As we navigate this difficult time together, RHB is committed to providing continuous support to customers and communities in need.
