

NEWS RELEASE

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RHB EXTENDS FLOOD RELIEF ASSISTANCE TO SUPPORT AFFECTED CUSTOMERS IN SARAWAK AND SABAH OVER RECENT FLOODS

Providing financial relief for customers and community support for flood-affected areas

Kuala Lumpur – RHB Banking Group (“RHB” or the “Group”) is extending its Flood Relief Assistance Programme to provide immediate and long-term financial support to customers in Sarawak and Sabah, where recent floods have severely impacted communities and businesses. In addition to offering payment relief, RHB will also be providing on-ground community assistance to support flood victims in their recovery.

The programme, available from now until end of February 2025, aims to help individuals, Small and Medium Enterprises (SMEs), and micro-SMEs in Sabah and Sarawak recover from the disaster.

RHB hopes its efforts will help ease the additional financial burden faced by flood victims and provide much-needed funds to help affected communities rebuild their lives and livelihoods. The increasing frequency of extreme weather events such as these highlights the urgency of the sustainability agenda, particularly in addressing climate change.

“The floods situation in Sabah and Sarawak have severely impacted many lives and businesses, and RHB is committed to ensuring that our customers receive the financial support they need during this difficult time. We encourage all affected customers in both states to reach out to us to explore the available assistance,” said Jeffrey Ng, Managing Director of Group Community Banking, RHB Banking Group.

For Individual Customers in Sarawak and Sabah

For individual customers, RHB is offering financial relief to ease their burden during this challenging time. Eligible individual customers can apply for the following relief options:

- **Payment Deferral:** Up to six months (February to July 2025) 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, interest/management fees on affected Credit Cards/-i, up to RM500 (February to July 2025). Also, waivers on replacement fees for ATM, Debit Cards/-i, and Credit Cards/-i.

For SME Customers in Sarawak and Sabah

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

- **Payment Relief:** Up to six months (February to July 2025) for various financing facilities, including Hire Purchase/-i, Term Loan/Financing-i, Overdraft/-i interest/profit, Multi Trade Line/-i bill payments.
- **Disaster Relief Facility (DRF):** Micro, small, and medium enterprises (MSMEs) can access financing of up to RM700,000 at preferential rates to aid in business recovery.

“Beyond financial relief, we will provide on-ground community assistance to flood victims. We also recognise the importance of rebuilding livelihoods. As part of our long-term commitment, we are exploring additional social impact initiatives to support affected communities in their recovery,” added Jeffrey Ng.

How to Apply

Individual customers can contact RHB’s Call Centre at 03-9206 8118 or visit their nearest branch for assistance. SME customers can engage their relationship managers for personalised support. For more information, please refer to the Frequently Asked Questions (FAQ) on RHB’s Flood Relief Assistance Programme at <https://www.rhbgroup.com/-/media/pdf/flood-relief-assistance-2024-faq.pdf>.
