

NEWS RELEASE

FOR IMMEDIATE RELEASE

25 NOVEMBER 2025

RHB EXTENDS FLOOD RELIEF ASSISTANCE TO AFFECTED CUSTOMERS THROUGHOUT MALAYSIA

Kuala Lumpur - RHB Banking Group ("RHB" or the "Group") is committed to helping customers impacted by the worsening flood situation in Malaysia. Through its Flood Relief Assistance Programme, the Group is providing short-term financial relief to individuals and Small and Medium Enterprises ("SMEs") to ease financial challenges during this difficult time.

Comprehensive Financial Assistance for Affected Customers

For Individuals:

Eligible individual customers can apply for the following relief options:

- **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:** Up to six months on late payment charges and interest/actual management fees on affected Credit Cards/-i, up to a total of RM500. Fees for replacement of ATM, Debit Cards/-i, and Credit Cards/-i will also be waived.
- **Applicable period:**
 - December 2025 to May 2026 (for application in November 2025)
 - January 2026 to June 2026 (for application in December 2025)

For SME customers:

Eligible SME customers may apply for:

- **Payment Deferment:** Up to six months for various financing facilities, including:
 - Hire Purchase and Term Loan / Financing
 - Accrued interest / profit for Overdraft/-i
 - Multi Trade Line/-i bills under Trade Facilities
- **Applicable period:**
 - December 2025 to May 2026 (for application in November 2025)
 - January 2026 to June 2026 (for application in December 2025)

Dato' Mohd Rashid Mohamad, RHB Banking Group Managing Director / Group Chief Executive Officer said, "Our priority is to support families, businesses, and communities affected by the floods. In addition to financial assistance, RHB will also assist in recovery efforts, including the distribution of ready-to-eat meal packs for displaced families, as well as post-flood kits to help households clean, rebuild, and regain stability."

How to Apply

Individual customers can contact RHB's Customer Contact Centre at 03-9206 8118 or visit RHB's 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-nov25-faq.pdf>
