



PRESS RELEASE

for Immediate Release

BANK MUAMALAT CONTINUES TO OFFER TARGETED PAYMENT ASSISTANCE

KUALA LUMPUR, 23 October 2020: Bank Muamalat Malaysia Berhad (Bank Muamalat) wishes to reassure its customers that the targeted payment assistance will continue to be made available for customers who are facing financial difficulties due to the prolonged COVID-19 pandemic in the country.

Bank Muamalat reiterated that it is committed in helping its customers through these difficult times by offering targeted payment assistance based on each customer's needs and financial situation.

Bank Muamalat Chief Executive Officer, Khairul Kamarudin said the Bank will continue to provide flexibility and extend temporary relief to customers who are facing difficulties in making financing payments, as a result of the ongoing movement curbs and current uncertainties.

"As at 21 October 2020, 83% of applications for payment assistance from individual customers and 100% of applications for payment assistance from Small and Medium Enterprises (SME) customers have been approved," said Khairul.

Customers who earlier declined the targeted payment assistance but are now facing loss of income and reduced income due to the movement restrictions are encouraged to apply for the targeted payment assistance, which includes restructuring and rescheduling of payments.

In view of the current movement restriction order, Bank Muamalat is encouraging customers who wish to apply for the targeted payment assistance to fill in the Post Moratorium Payment Assistance application form available at its website at www.muamalat.com.my and e-mail to endmora.assistance@muamalat.com.my with the relevant documents. Customers may contact the Customer Service Centre at 03-2600 5500 for further assistance.

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