

### RHB BANKING GROUP EXTENDS SUPPORT TO FLOOD AFFECTED VICTIMS

**18 December 2013, Kuala Lumpur** – The RHB Banking Group has come forward to provide assistance to its customers, staff and members of the public in states affected by the recent floods.

A financial relief programme has been launched by the Group for its affected customers offering a six-month moratorium for monthly instalment payments of loans as well as up to three months on extension of repayment of its personal financing, auto finance and EASY loans. Certain finance charges will also be waived.

Under the relief programme, a dedicated 'Flood Claims Assist Hotline' at 03-7989 0310 or 03-7989 0311 has also been set up for RHB Insurance policy holders affected by the floods.

Customers of RHB can call the bank's call centre at 1300 888 742 or visit their home branches to apply for the relief assistance where there will be teams on standby to review each request on a case-by-case basis.

"The flood relief programme comes into effect immediately and we hope that this effort will help alleviate the financial burden of our affected customers during this difficult time. We understand that they would have more immediate worries to attend to at this point of time," said Dato' Khairussaleh Ramli, Managing Director/ CEO, RHB Bank Berhad and Deputy Group Managing Director, RHB Banking Group.

He also added that Senior Management representatives have visited affected employees in Kuantan and Kemaman to provide them with monetary assistance. The Group will also be distributing bags of dry goods and cooking items to its customers and residents in the flood-hit areas.



*Dato' Khairussaleh together with the representatives from the RHB Senior Management team handing over monetary assistance to RHB staff in Kemaman*



*Dato' Khairussaleh presenting dry goods and other essential cooking items to a customer*

	Product	Description
1.	Mortgages	<ul style="list-style-type: none"> <li>• Moratorium of monthly installment payments of up to 6 months for Home Loans and CPF customers and waiver of late charges, if any</li> <li>• For housing loan with overdraft/term loan with overdraft and full OD (if any) customers, they are eligible to skip interest servicing up to 6 months.</li> </ul>
2.	ASB Term Loan	<ul style="list-style-type: none"> <li>• Moratorium of monthly installment payments of up to 6 months and waiver of late charges, if any</li> </ul>
3.	Cards	<ul style="list-style-type: none"> <li>• Waiver of late payment charges &amp; interest of up to total RM500 for 3 months</li> </ul>
4.	Personal Financing	<ul style="list-style-type: none"> <li>• Extension of repayment for up to 3 months</li> </ul>
5.	Auto Finance	<ul style="list-style-type: none"> <li>• Reschedulement of repayment for up to 3 months</li> </ul>
6.	Business Banking	<ul style="list-style-type: none"> <li>• Moratorium to affected flood business customers, subject to a strict case-to-case basis.</li> </ul>
7.	Insurance	<ul style="list-style-type: none"> <li>• <b>RHBI</b> have a dedicated hotline 'Flood Claims Assist Hotline' at 03-7989 0310 and 03-7989 0311. Flood victims who are RHBI policyholders may call this no. for immediate assistance.</li> </ul>



## News Room

---

		<p>RHBI loss adjuster will be sent to site to assess the damage upon confirming that the insured is a RHBI's policyholder. If the damage is less than RM 5,000, the adjuster shall proceed to negotiate with Insured after assessing the damage and obtain acceptance from them. Insured is only required to sign the Standard Acceptance form. The claim shall be paid within 7 working days upon receiving the signed acceptance form.</p> <ul style="list-style-type: none"><li>• For policyholders who may require assistance of contractors to undertake the repair works affected by the flood, they may also enlist the assistance of our loss adjuster</li></ul>
8.	Easy Loans	<ul style="list-style-type: none"><li>• Extension of repayment for up to 3 months</li></ul>

*Issued on behalf of RHB Bank Berhad by the Corporate Communications Division, RHB Capital Berhad. For more information, please call Lois Kam at 03-9280 5089.*

### **About the RHB Banking Group**

*The RHB Banking Group is the fourth largest fully integrated financial services group in Malaysia. The Group's core businesses are streamlined into seven Strategic Business Groups ("SBGs"): Retail Banking, Corporate & Investment Banking, Business Banking, Islamic Banking, Global Financial Banking, Group Treasury and Group Transaction Banking. These businesses are offered through its main subsidiaries – RHB Bank Berhad, RHB Investment Bank Berhad, RHB Insurance Berhad and RHB Islamic Bank Berhad, while its asset management and unit trust businesses are undertaken by RHB Asset Management Sdn. Bhd. and RHB Islamic International Asset Management Berhad. The Group's regional presence now spans eight countries including Brunei, Cambodia, Indonesia, Hong Kong, Malaysia, Singapore, Thailand and Vietnam. It is RHB Banking Group's aspiration to deliver superior customer experience and shareholder value; and to be recognised as a Leading Multinational Financial Services Group.*