

MEDIA RELEASE

For Immediate Release



BANK ISLAM READY TO ASSIST CUSTOMERS POST-MORATORIUM

Welcomes discussion to accommodate customer's financial obligations

KUALA LUMPUR, Sunday, [5 July 2020]: Bank Islam Malaysia Berhad ("Bank Islam") urges customers who are heavily impacted by COVID-19 to approach the Bank to work out an arrangement as the six month moratorium period is due to end in September.

Bank Islam's Chief Executive Officer, Mohd Muazzam Mohamed said, "We empathise with our customers and have been proactively adopting viable options to assist them in coping with the economic fallout from the pandemic impacting small businesses and retail customers. These customers make up a sizeable portion of our financing portfolio. COVID-19 has brought upon us challenges that none of us anticipated before, and unfortunately, some have suffered greater than most. Arising from this, the Bank has granted the 6 months moratorium, and the customers will continue paying the same installment amount after the moratorium period. Within the 6 months of its implementation, Bank Islam has assisted more than 394,000 customers from all its customer segments."

"Strategic plans have been outlined, and the Bank stands ready to ensure customers' financial needs are taken care of, and they are ready to navigate through this challenging environment. All they need to do is to come and talk to us," he added.

For any enquiries and further information regarding Bank Islam's alternative payment solutions, customers are advised to visit the nearest Bank Islam Branch or call Bank Islam Contact Centre at 03-2690 0900.

About Bank Islam Malaysia Berhad

Bank Islam Malaysia Berhad was established in 1983 as the nation's first Islamic bank. To date, the Bank has a network of 144 branches and more than 900 self-service terminals nationwide. To meet the diversity of the public's financial needs, Bank Islam offers more than 70 *Shariah*-based banking products and services which cater to Muslims and non-Muslims. For more information on Bank Islam products and services, visit www.bankislam.com or call Bank Islam Call Centre at 03-26 900 900.

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