

MEDIA RELEASE

For Immediate Release



BANK ISLAM OFFERS TARGETED REPAYMENT ASSISTANCE FOR CUSTOMERS

KUALA LUMPUR, Sunday, [2 August 2020]: Bank Islam Malaysia Berhad ("Bank Islam") is prepared to accommodate its vulnerable customers impacted by the COVID-19 pandemic in servicing their financings pursuant to the announcement made by the Prime Minister on Wednesday, 29 July 2020. With two months left before the current moratorium period ends on 30 September 2020, the Bank strongly urges its customers to approach its officers and staff for the best repayment arrangement.

Bank Islam offers targeted repayment assistance for vulnerable customers identified as follows:

Target group	Flexibility
Individuals who lost their job in 2020 and currently unemployed.	<ul style="list-style-type: none">• Three months moratorium extension from the end of the existing moratorium period.
Individuals who are still working but suffered a significant loss in income (e.g. as a result of reduced working hours, pay cuts, etc.).	<ul style="list-style-type: none">• Reduce monthly instalment commensurate to salary reduction, depending on types of financing.• Payment flexibility up to 6 months from the end of the existing moratorium period.

Customers may visit the Bank's network of branches all over the country from 7 August onwards to discuss solutions that best fit their financial situation and complete the application form to enjoy this facility.

Bank Islam's Chief Executive Officer, Mohd Muazzam Mohamed said, "We acknowledge that COVID-19 has varying impacts on the masses and has subscribed to the 6-month blanket moratorium beginning April 2020. With the moratorium period set to end on 30 September 2020, this additional assistance is meant to help customers alleviate financial constraints and stabilise their cash flow. Echoing the statements made by YAB Prime

Minister and BNM on the 29 July, followed by ABM and AIBIM, we will look into the circumstances involved to devise an ideal repayment plan for them."

"The Bank has initiated contact with all our customers via text messages and periodical updates across different communication platforms. However, we will double our efforts to ensure our message gets across effectively," he added.

For any enquiries and further information on repayment assistance available, 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.

For further information, please contact:

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