

**POST-MORATORIUM ASSISTANCE REMAINS AVAILABLE UNTIL JUNE
2021 FOR BANK ISLAM CUSTOMERS**

Kuala Lumpur, Sunday, [25 October 2020] - Bank Islam Malaysia Berhad ("Bank Islam") is committed to assist customers in navigating through current trying times, particularly following the recent spike in COVID-19 positive cases nationwide. Its targeted repayment assistance, offered to those who have lost their employment or reduced monthly income, is available until 30 June 2021. As an alternative, The Bank also provides Rescheduling and Restructuring options for customers not impacted by the loss of jobs or facing reduced monthly income but need to re-strategise their finances.

Bank Islam Chief Executive Officer, Mohd Muazzam Mohamed said, "We have been consistently approaching our business banking customers who need a more customised plan in servicing their financing since the beginning of the automatic moratorium in April 2020. To date, our approval rate for business banking customers' remains at almost 100%. Meanwhile, for retail customers, we have approved 100% of the total applications received with complete supporting documents, of which 43% approved under a further three (3) months deferment plan and the remaining 57% approved under a six (6) months instalment reduction plan. The Bank is also actively engaging with our affected customers who have yet to submit the required supporting documents for their targeted repayment assistance application. We have also simplified the process to help those in need."

"We are aware that there are customers who may continue to experience cash flow pressures amid the pandemic and need further support in managing their finances. Bank Islam is always open to discuss and provide our best financial solution offerings in assisting them to overcome these difficulties. Our team is proactively reaching out to potentially vulnerable customers, especially in the sectors heavily impacted by COVID-19. They include those working in the tourism, hospitality and airline sectors. It is part of our responsibility to help them manage their financial obligations as they strengthen their finances."

He added, "Even though the six-month automatic moratorium period has ended at the end of September 2020, Bank Islam continues to assess applications from affected customers who require repayment assistance."

As of today, 98% of Bank Islam's customers have resumed servicing their financing commitment after September 2020. The repayments ensure that more liquidity and resources will be available for Bank Islam to continue providing aid to other individuals and businesses.

"On behalf of the Bank, I thank everyone for all the support given during this trying time. Bank Islam is committed to safeguarding the wellbeing of our customers and business, at the same time playing our role in supporting the country's economic recovery," Mohd Muazzam further adds.

Bank Islam assures continued banking services will remain accessible via virtual and online banking platforms throughout the Conditional Movement Control Order ("CMCO") period to meet our customers' banking needs. Alternatively, customers can call Bank Islam Contact Centre at 03- 26 900 900 or scan the QR Code below to apply for Bank Islam's post-moratorium repayment assistance:



For further information, please visit www.bankislam.com/COVID-19.

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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