

OCBC CUSTOMERS CAN NOW APPLY FOR POST-MORATORIUM SUPPORT THROUGH A SIMPLIFIED ONLINE PROCESS

Kuala Lumpur, 7 August 2020 – Beginning today, customers of OCBC Bank (Malaysia) Berhad and OCBC Al-Amin Bank Berhad (collectively, OCBC Malaysia) will be able to apply online for post-moratorium support in relation to their loans and financing through the Bank's webpage, www.ocbc.com.my via a simplified application process that takes a matter of minutes.

Personal banking customers can also opt to call a dedicated hotline 03-8317 5011, while SME customers may call 03-8317 5200. The lines are open Monday to Friday, 9am to 6pm. Corporate customers can contact their relationship managers.

To ensure a seamless transition when the auto-moratorium period ends on 30 September 2020, applications for repayment assistance should be made by 7 September 2020.

Customers who have lost their job may apply for a 3-month moratorium extension while those who have suffered a loss of income may choose from rescheduling and restructuring options that include minimum 6-month reduction of monthly instalments and other plans.



OCBC Bank CEO Dato' Ong Eng Bin

Announcing this today, OCBC Bank CEO Dato' Ong Eng Bin emphasised that the cessation of the industry-wide automatic moratorium for retail and SME customers on 30 September does not in any way reduce the Bank's responsibility to provide optimum financing services to its customers for the long-term.

"On OCBC Malaysia's part, this thinking stems from the first and third pillars of our value system: *lasting value* and *forward-looking*. We have long been working with our affected customers to determine how their financing needs can be attended to for the longer-term, bearing in mind that every customer's needs and challenges vary considerably from one to another.

"The initiatives rolled out today are all in keeping with our commitment to always be there to lend a helping hand to our customers during their time of need.

"All our customers should reach out to us as quickly as possible in the event they have a financial problem arising from the pandemic crisis so that we can help them promptly," he said.

About OCBC Bank

OCBC Bank is the longest established Singapore bank, formed in 1932 from the merger of three local banks, the oldest of which was founded in 1912. It is now the second largest financial services group in Southeast Asia by assets and one of the world's most highly-rated banks, with an Aa1 rating from Moody's. Recognised for its financial strength and stability, OCBC Bank is consistently ranked among the World's Top 50 Safest Banks by Global Finance and has been named Best Managed Bank in Singapore by The Asian Banker.

OCBC Bank and its subsidiaries offer a broad array of commercial banking, specialist financial and wealth management services, ranging from consumer, corporate, investment, private and transaction banking to treasury, insurance, asset management and stockbroking services.

OCBC Bank's key markets are Singapore, Malaysia, Indonesia and Greater China. It has more than 500 branches and representative offices in 19 countries and regions. These include over 250 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and over 80 branches and offices in Mainland China, Hong Kong SAR and Macau SAR under OCBC Wing Hang.

OCBC Bank's private banking services are provided by its wholly-owned subsidiary Bank of Singapore, which operates on a unique open-architecture product platform to source for the best-in-class products to meet its clients' goals.

OCBC Bank's insurance subsidiary, Great Eastern Holdings, is the oldest and most established life insurance group in Singapore and Malaysia. Its asset management subsidiary, Lion Global Investors, is one of the largest private sector asset management companies in Southeast Asia.

OCBC Bank offers Islamic banking products and services in Malaysia through its wholly-owned subsidiary, OCBC Al-Amin Bank Berhad.

For more information, please visit www.ocbc.com.