

## **OCBC BANK TO HOLD SECOND CONSECUTIVE POST-MORATORIUM LOANS AND FINANCING SUPPORT WEEKEND AT SELECTED BRANCHES FOLLOWING LAST WEEKEND'S SUCCESS**

Kuala Lumpur, 21 September 2020 – Following the success of its post-moratorium loans and financing support weekend at selected branches on Saturday and Sunday (19 & 20 September), OCBC Bank (Malaysia) Berhad (OCBC Bank) will hold a second consecutive one this weekend (26 & 27 September).

The Bank's Cheras, Kajang, Kepong, Klang, Petaling Jaya, Puchong, Subang Jaya, Melaka, Taman Molek, Johor Bahru and Penang branches will again be open from 9.30am to 3.00pm on both days. Customers of OCBC Al-Amin Bank Berhad may also visit these branches to discuss their financing support options.

OCBC Bank CEO Dato' Ong Eng Bin said the Bank is "pulling out all the stops" to ensure its customers have as many channels and avenues as possible to discuss and sign up for their repayment options before the automatic moratorium period ends on 30 September 2020.



A customer being served by an OCBC Personal Financial Consultant on the post-moratorium offerings by the Bank

“A total of about 10% of those who came on the weekend signed up immediately following their discussions with us, while the others decided they would either like a bit more time to consider the matter and apply online, or that they did not need any further support. Some came to enquire about the status of their current applications.

“We are looking forward to the final push this weekend before the end of the automatic moratorium to ensure those who need any kind of post-moratorium support are aware of their options and are able to sign up with minimal hassle. It goes without saying, of course, that our support is ongoing and extends beyond the moratorium period,” he said.

Dato’ Ong stressed that the option to sign up at the branch on the weekend remained purely an additional channel for those who were not entirely comfortable applying online.

“Beginning 7 August, our customers have been able to apply online for this post-moratorium support in relation to their loans and financing through our webpage [www.ocbc.com.my](http://www.ocbc.com.my) via an application process that takes a matter of minutes. The feedback from those who came to our branches over the weekend is that the application process was easy and hassle-free,” he said.

Personal banking customers can also opt to call our 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.

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.

“Customers’ needs and challenges vary considerably from one to another. Each of our initiatives is designed in keeping with our commitment to always be there to lend a helping hand to our customers during their time of need. On their part, they should reach out to us as quickly as possible so that we can help them promptly,” Dato’ Ong added.

## **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](http://www.ocbc.com).