

**OCBC BANK HAS PROCESSED ALL MORATORIUM SIGN-UPS
TODATE WITHIN THE STIPULATED TIME, NO REJECTIONS**

Kuala Lumpur, 9 August 2021 – In the four weeks since the 7 July rollout of the PEMULIH moratorium packages, OCBC Malaysia has processed all customer sign-ups within the stipulated time, with no rejections.

OCBC Malaysia comprises OCBC Bank (Malaysia) Berhad (OCBC Bank) and its Islamic banking subsidiary OCBC Al-Amin Bank Berhad (OCBC Al-Amin).

Sign-ups related to consumer banking were almost entirely processed within the same day while for SMEs and microenterprises it was within seven days, well below the 14 days allowed for the exercise.

Reiterating the Bank’s commitment to assisting any customer in need, OCBC Bank CEO Dato’ Ong Eng Bin said the Bank is committed to continue assisting customers who are financially affected by the impact of the pandemic.

“We have developed a robust system internally to ensure processing of all sign-ups runs smoothly, so that customers can go about their rebuilding task without worrying about their loans and financing during these difficult times.

“I would like to emphasise again that customers should remain positive no matter how challenging the times are because help is at hand. We believe most of those who need assistance have already been attended to. However, if there remains anyone who has yet to sign-up and needs to, please do so online through our simple sign-up process,” he said.

Dato' Ong added that while Covid-19 cases remain high, the Bank remains comforted by the high vaccinations rates that the country has achieved.

“This points to a gradual reopening of businesses so the economy can get back on track and our customers’ livelihoods preserved.”

Under the PEMULIH package, customers may sign up online or at the Bank’s branches for either a 6-month deferment of instalments or 50% reduction in instalments for 6 months.

To opt in for the programme, OCBC customers may sign up online at www.ocbc.com.my using the Bank’s simplified application process. Personal banking customers can also call a dedicated hotline 03-8317 5011, while SME and microenterprise customers may call 03-8317 5200. The lines are open Monday to Friday, 9am to 6pm.



Dato' Ong Eng Bin, CEO of OCBC Bank (Malaysia) Berhad

In addition to the basic moratorium programme, OCBC Bank is also offering its credit card members to convert their outstanding balances into a 3-year term loan/financing with reduced interest/profit rates so they can better manage their debt.

For further details, please visit www.ocbc.com.my

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 Aa1 by Moody's and AA- by both Fitch and S&P. 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 460 branches and representative offices in 19 countries and regions. These include over 220 branches and offices in Indonesia under subsidiary Bank OCBC NISP, and over 70 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.my