

OCBC BANK URGES LOANS/FINANCING CUSTOMERS AFFECTED BY THE FLOODS TO CALL IF THEY NEED SUPPORT

Kuala Lumpur, 20 December 2021 – OCBC Bank (Malaysia) Berhad (OCBC Bank), together with its Islamic banking subsidiary OCBC Al-Amin Bank Berhad (OCBC Al-Amin), is urging all its customers who are adversely affected by the country’s floods – individual, microenterprise, SME, commercial and corporate – to get in touch with them if they need to discuss potential relief or restructuring measures in relation to their existing loans or financing schemes. All requests will be handled on a case-by-case basis with a view to determining what works best for the customer.

Individuals may call the Bank’s dedicated consumer hotline at 03-8317 5011, while SME and microenterprise customers may call 03-8317 5200. The lines are open Monday to Friday, 9am to 6pm. Corporate and commercial banking customers should call their respective relationship managers.

OCBC Bank (Malaysia) Berhad Head of Operations & Technology Mr Lim Yau Seong said the Bank is committed to supporting every customer who is adversely affected by the floods and like for the pandemic is calling on them to stay positive during these challenging times.



OCBC Bank (Malaysia) Berhad Head of Operations & Technology, Lim Yau Seong

“The true test of our resilience as a community lies in how we offer each other a hand of partnership through every crisis that visits us, whatever it is and whenever it might strike. The pandemic showed us that we as a nation can rise to the challenge. We now have a fresh challenge in the form of the floods and would like all affected customers to know that help is at hand. Do reach out to us if you need aid,” 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 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 450 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