



## media release

FOR IMMEDIATE RELEASE

19 MARCH 2020

### **COMPREHENSIVE FINANCIAL RELIEF FOR AFFINBANK AND AFFIN ISLAMIC CUSTOMERS AFFECTED BY COVID-19**

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**KUALA LUMPUR:** Affin Bank Berhad (AFFINBANK) and Affin Islamic Bank Berhad (AFFIN ISLAMIC) will be offering comprehensive financial relief assistance for customers affected by the COVID-19 outbreak.

This is to alleviate their financial burden of going through market uncertainties and financial hardship.

“We are committed to continue our support for our valued customers as the preferred banking partner by relieving them from further distress during these trying times”, said En. Kamarul Ariffin Mohd Jamil, Group Chief Executive Officer of Affin Bank Berhad.

For our retail customers, the Bank will provide a moratorium of up to six months, and Restructuring and Rescheduling (R&R) of financing facilities for customers who subscribe to products listed below:

- i. Mortgage
- ii. Hire Purchase
- iii. Credit Cards
- iv. Education Financing
- v. ASNB Financing
- vi. Personal Financing

The Bank is also participating in Bank Negara Malaysia’s special relief fund for SMEs which covers the following:

- i. Special Relief Facility
- ii. SME Automation and Digitalisation Facility
- iii. Agrofood Facility

For Corporate Banking customers, the Bank will provide temporary relief to affected eligible customers as stipulated in BNM Credit Risk Guideline, and request will be subjected to internal approvals and credit due diligence. The relief may involve rescheduling and restructuring exercise such as granting of a moratorium on the loan / financing and repayments up to 6 months, subject to Terms and Conditions.

Further information on the above can be obtained from our website [www.affinbank.com.my](http://www.affinbank.com.my) or [www.affinislamic.com.my](http://www.affinislamic.com.my), or e-mail directly to respective business divisions of the Bank per details below:

- Consumer Banking: [cod.support@affinbank.com.my](mailto:cod.support@affinbank.com.my)
- SME Banking: [smecare@affinbank.com.my](mailto:smecare@affinbank.com.my)
- Corporate Banking: [corpbank.enquiry@affinbank.com.my](mailto:corpbank.enquiry@affinbank.com.my)

Applications will be assessed and approved on a case-by-case basis.

The Bank is also encouraging customers to perform their banking transactions via the Bank's online banking platform, [www.affinonline.com](http://www.affinonline.com) for ease of transaction at their convenience.

All branches will remain open as per normal business hours. For the safety and health of customers and employees, the Bank will undertake precautionary measures like temperature screening for all customers.

For further information and assistance, customers can call our Contact Centre at 03-8230 2222 or visit the nearest branch.

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**For media enquiries, kindly contact:-**

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**About Affin Bank Berhad (AFFINBANK) (25046-T)**

The AFFIN Bank Group is a financial services conglomerate. The Group's activities focus on commercial, Islamic and investment banking services, money broking, asset management and underwriting of life and general insurance business.

Affin Bank Berhad (AFFINBANK) provides a suite of financial products and services that is catered to both retail and corporate customers. The target business segments are categorised under key business units such as Consumer Banking, SME Banking, Corporate Banking and Treasury.

Our tagline of "Banking Without Barriers" signifies the removal of boundaries within the processes of the Bank as well as its attitude in servicing its customers. The latter means reaching out to the customers, improving relationships with them, making each one of them feel privileged and enhancing a new approach to banking and changing the face of conventional banking.

AFFIN Bank Group also provides Islamic banking products and services via its Islamic banking subsidiary Affin Islamic Bank Berhad (AFFIN ISLAMIC). AFFIN ISLAMIC commenced operations on 1st April 2006 as a full-fledged Islamic bank and offers a complete range of Islamic Banking products and services for individuals and corporates which are in compliance with Shariah principles and laws.

As at 31 December 2019, AFFINBANK and AFFIN ISLAMIC have a network of 110 branches in Malaysia. For more information, log on to [www.affinbank.com.my](http://www.affinbank.com.my) or visit any of the AFFINBANK or AFFIN ISLAMIC branches nationwide.