

6 April 2020



Continuous support for
our customers amid
COVID-19 period
A message from our CEO



Dear valued client,

As the nation pulls together to ride out this challenging period of the COVID-19 outbreak, we at Maybank Singapore are also doing our utmost to support the country's efforts to contain the virus and flatten the curve. I would like to reassure our customers that we remain committed to providing unwavering support to serve your banking needs, although there are some adjustments that will need to be made operationally. I do seek your understanding and thank you in advance for your patience, as we work together to overcome COVID-19.

Prioritising your well-being and safety

In our banking branches, we have implemented precautionary measures, such as increased cleaning and social distancing measures, to ensure a safe environment for our customers and employees. We have also been closely monitoring the health of our employees so that anyone who is unwell would not be at work in the office or branch.

Providing relief to affected customers

Earlier on, we started a support scheme for home loan deferment to assist customers whose incomes are affected by the outbreak, and also waived remittance charges for Malaysians who are transferring funds to Malaysia. Starting from 6 April 2020, we are providing a more comprehensive Maybank COVID-19 Relief Package, consisting of repayment deferment arrangements for unsecured credit facilities, home loans, SME banking and insurance from our partner Etiqa. We stand guided by MAS' relief measures to help alleviate the financial stress on individuals and SMEs, doing what we possibly can to tide you over this difficult period.

Continuing to provide essential services

As part of an industry-wide response to the nation's COVID-19 measures, Maybank will be temporarily closing 8 branches from 9 April to 4 May 2020, in a bid to reduce social contact. Other branches and all self-service banking facilities (ATMs) remain operational. As such, we encourage customers to conduct banking online or use Maybank2U SG mobile banking app to do your banking securely whenever possible. Our customer service line remains open 24/7 at 1800-MAYBANK (1800-629 2265) or (65) 6533 5229 (Overseas) to assist you regarding the usage of online platforms.

In solidarity with our employees and the community

As a bank that is committed to its mission of Humanising Financial Services, we have been providing support and welfare to staff, especially those on the frontline, who bravely keep important services going.

At the same time, our thoughts are also with those affected by this outbreak, and the less fortunate. To this end, Maybank is working with partners to extend help where possible.

In partnership with the Malaysian Association in Singapore (MASIS), and supported by some of our corporate customers, we are helping to provide interim housing for some Malaysian workers who are affected by Malaysia's Movement Control Order.

We are also supporting Company of Good's Eat For Good initiative, with an initial pledge of 1,000 hot meals for those who are in need of food support. Do look out for details of this initiative on our website, to see how you can do your part as well.

As we navigate through this uncharted territory together, I'd like to thank you for your continued confidence in us, and do bear with us if there are any inconveniences. Please be assured that Maybank, backed by 60 years of banking history, remains committed to our customers, employees and the Singapore community.

In the meantime, here's wishing you the best of health always.

Yours sincerely,

Dr. John Lee
CEO of Maybank Singapore



Maybank

