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HSBC extends relief to customers and businesses impacted by the COVID-19 Crisis

The international bank stands with the Malaysian community in difficult times

HSBC Bank Malaysia and HSBC Amanah Malaysia will extend the prevailing financial assistance programmes for individuals and SMEs, in Malaysia, affected by the pandemic.

This follows Bank Negara Malaysia's (BNM) announcement, today, to extend support in the face of rising economic challenges caused by COVID-19.

The following customers will be eligible

- Individual retail customers or their spouses categorised as B40 and registered on Bantuan Sara Hidup ("BSH") or Bantuan Prihatin Rakyat ("BPR"),
- Microenterprises and SMEs that are directly impacted as they are unable to operate during the Full Movement Control Order (FMCO),
- Individual retail customers who have recently suffered loss of employment due to the pandemic.

Eligible customers may apply for our programmes and choose either a 3-month deferment or up to 50% reduction in monthly instalments for 6 months. All retail customers with reduced income, may also apply for a reduction in monthly instalments for 6 months.

Stuart Milne, CEO, HSBC Malaysia, said: "Malaysian families and businesses are enduring the toughest of conditions that is testing the resiliency of all. This is a collective problem that requires collective solutions, and we remain steadfast in our support of customers to ensure they can withstand the current challenges. We hope these measures continue to offer relief to individuals and businesses affected by the fallout from the Covid-19 virus",

HSBC Malaysia continues to be in consultation with BNM as we evaluate specific initiatives that will enable customers and businesses to navigate through their financial challenges while allowing them to focus on getting through these critical days.

During this time, for the safety and health of customers and employees, HSBC is encouraging customers to reach out to the Bank via our Web Chat agents on the website or via <https://www.hsbc.com.my/contact/>.

Customers can also continue to utilise the Bank's online banking platforms such as online banking, HSBC mobile banking application, HSBCnet and Internet Trade Services which allows customers to manage their personal and business accounts as well as trade finance digitally from home or alternative locations 24/7. HSBC Evolve and GetRate also remain accessible for customers' Foreign Exchange needs.

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Note to editors:**About HSBC Malaysia**

HSBC's presence in Malaysia dates back to 1884 when the Hongkong and Shanghai Banking Corporation Limited established its first office in the country on the island of Penang, with the permission to issue currency notes. HSBC Bank Malaysia Berhad was locally incorporated in 1984 and is a wholly-owned subsidiary of The Hongkong and Shanghai Banking Corporation Limited, founding member of the HSBC Group. In 2007, HSBC Bank Malaysia was the first foreign bank to be awarded an Islamic banking subsidiary licence in Malaysia, namely HSBC Amanah Malaysia Berhad. Today, HSBC Malaysia has a network of 67 branches nationwide, of which 26 are HSBC Amanah Malaysia Berhad branches. HSBC Malaysia offers a comprehensive range of banking and financial services including Islamic financial solutions. HSBC Malaysia has also led innovation in Malaysia by introducing Malaysia's first ATM and Electronic Touch Banking in the early 1980s. Today, HSBC Malaysia has launched innovative solutions such as HSBCnet for secure banking for businesses, Trade Transaction Tracker and Facial Recognition on supported mobile phones.

The Hongkong and Shanghai Banking Corporation Limited

The Hongkong and Shanghai Banking Corporation Limited is the founding member of the HSBC Group. HSBC serves customers worldwide from offices in 64 countries and territories in its geographical regions: Europe, Asia, North America, Latin America, and Middle East and North Africa. With assets of \$2,959bn at 31 March 2021, HSBC is one of the world's largest banking and financial services organisations.

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