



COVID-19 Post Loan Repayment Moratorium Financial Assistance

Date: 21 July 2020

Dear Valued Customers,

The 6 months automatic moratorium on loan repayment which took effect from 1 April 2020, which was announced as per Bank Negara Malaysia (BNM)'s directive on "Additional Measures to Assist Borrowers/Customers Affected by the COVID-19 Outbreak", shall end by 30 September 2020.

As the challenges arising from the chain impacts of pandemic may last for longer period, we therefore would like to reassure our customers that we are ready for discussion if the need of further financial assistance post moratorium arises.

For those customers that require further financial assistance post moratorium, please contact our Bank via mode of communication as stated in "Contact Us" for further discussion.

CONTACT US

FOR INDIVIDUALS

You may contact the following branches in relation to COVID-19 Post Moratorium Financial Assistance:-

KL Main Branch
Tel: 603-2171 6666
Fax: 603-2172 6668
Email: kl_branch@my.icbc.com.cn

Kuching Branch
Tel: 6082-272 888
Fax: 6082-272 999
Email: kcg_branch@my.icbc.com.cn

Puchong Branch
Tel: 603-8073 6888
Fax: 603-8073 6999
Email: pcg_branch@my.icbc.com.cn

Johor Bahru Branch
Tel: 607-2310 888
Fax: 607-2310 999
Email: jb_branch@my.icbc.com.cn

FOR SMEs & CORPORATE CUSTOMERS

For SMEs and Corporate customers, you may contact your relationship manager for further information.

GENERAL INQUIRIES

For COVID-19 Post Moratorium Financial Assistance related inquiries, you may email to enquiry@my.icbc.com.cn