



## Targeted Assistance Programme/Scheme for Retail Customers/Individuals

For **retail/individual customers** who has suffered **loss of employment** (anytime from 1 January 2020) and need additional financial support, you may apply for a **3-month payment relief/deferment** by 31 December 2020:

Please submit your request, with your full name as per NRIC, loan/financing account number and **any of the following documents** to [Defer-Assist@hsbc.com.my](mailto:Defer-Assist@hsbc.com.my) :

- your latest personal or business bank account statement OR
- your latest EPF statement OR
- a letter from your former employer confirming your employment status

For requests of assistance required **if your spouse/a household member has suffered loss of employment** (anytime from 1 January 2020), please include **their documents as per above** and any of the following documents as proof of relationship in your application:

- a copy of the marriage certificate to the applicant OR
- a copy of spouse/household member's Malaysian IC (with the same correspondence address as applicant) OR
- a copy of any utility bill in spouse/household member (with the same correspondence address as applicant) OR
- a copy of spouse/household member's latest personal or business bank account statement (with the same correspondence address as applicant)

*Note: Please read and agree to our [HSBC Malaysia/ HSBC Amanah Targeted Assistance Programme Terms](#) before submitting your request.*

*By submitting your request for financial assistance, you are deemed to have read and agreed to the Terms above.*

*The targeted assistance programme is not automatic and is by application only, subject to the bank's review and approval.*

Please submit your request and documents via email and our team will review and respond via email/SMS within five (5) business days. Applications received after 4.30pm will be recognized as next day submission.

For more information, please read our [Frequently Asked Questions – HSBC Targeted Assistance Programme](#).