

FREQUENTLY ASKED QUESTIONS (FAQs)

FINANCIAL RELIEF ASSISTANCE – MORATORIUM PROGRAM

1

What is moratorium program for loan repayment?

It is a temporary deferment or suspension of loan repayment obligation for a limited period.

During this period, customers with loan that meets the conditions stipulated by Bank Negara Malaysia (BNM) (*please refer to Question 4*) do not need to make any payment and no late payment charges will be imposed.

2

How long is the moratorium period?

The moratorium period is for 6 months (with effect from 1 April 2020 to 30 September 2020)

3

Who is eligible for the moratorium?

For all individual and small and medium enterprise (SME) customers.

Meanwhile, for corporate customers, the financial relief assistance (moratorium) will be considered on a case-by-case basis upon request. Please reach out to your Relationship Manager for further advice.

4

What is the eligibility criteria?

Loans that qualify for the moratorium must be:

- not in arrears exceeding 90 days as at 1 April 2020; and
 - denominated in Malaysia Ringgit.
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5

Do I need to apply?

No. All individual and SME customers that meet the eligibility criteria will automatically qualify for the moratorium.

6

Can I ask for more than 6 months?

The moratorium is only for 6 months. However, if you require further financial assistance after the moratorium period, please contact your Relationship Manager or the Branch Manager / Operations Manager at any of our branches.

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What if I would like to continue with my existing loan repayment?
Can I opt-out from this automatic moratorium program?

You can continue to repay your loan during this period.

If you wish to **opt-out** from this automatic moratorium program, please inform us via your Relationship Manager or the Branch Manager / Operations Manager at any of our branches.

8

If I opt for the moratorium, will my CCRIS records be affected?

No. Your CCRIS records will not be affected during the moratorium period.

9

My loan is in default. Can I qualify?

No. Loans that are more than 90 days in arrears, do not qualify for the moratorium.

10

Does this moratorium apply to newly approved / disbursed loans?

Yes, it applies to all loans outstanding denominated in Ringgit Malaysia as at 1 April 2020.

11

Will I be charged additional interest on the repayment amount that is deferred?

No additional interest on the repayment amount that is deferred.

Interest will continue to be charged on loan outstanding during the moratorium period. The interest accrued will not be compounded during the moratorium period.

However, interest accrued is repayable immediately after the moratorium period.

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How does being in the moratorium program affect my interest repayment after the 6-month period? Is there an increase in my monthly repayments or the loan repayment tenor becomes longer?

With the moratorium program, loan repayment will be deferred by 6 months, i.e. the loan tenor will be extended.

If you choose to maintain your original loan tenor, please inform us via your Relationship Manager or the Branch Manager / Operations Manager at any of our branches.

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What would my Housing Loan / Term Loan monthly payment look like after the 6 months moratorium period?

At minimum, you will have to pay the interest accrued during moratorium immediately after moratorium period.

The monthly installment amount before and after moratorium period shall remain unchanged. Hence, the loan tenor would be extended.

However, you can request to change the monthly installment amount.

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Contact information

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During the Movement Control Order period, we encourage our customers to call us instead of making physical visits to our branches.

Safeguarding the health and safety of our customers and colleagues remains our top priority.