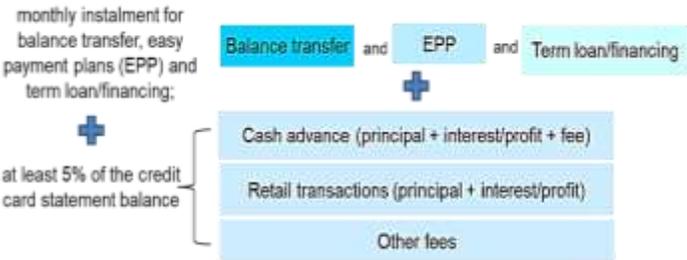


Supplementary FAQs on Deferment Package and Conversion Package

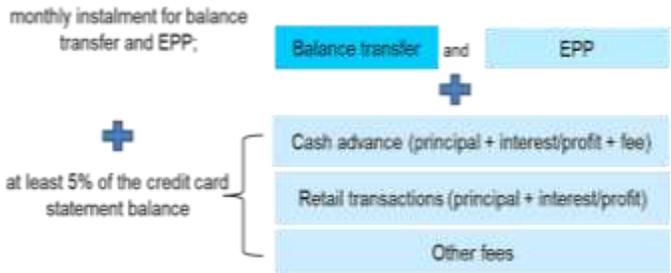
No.	Question	Answer
Deferment of Loan/Financing Payment (Deferment Package)		
1.	Can I continue to draw on facilities such as revolving credit facilities that have been auto-deferred during the payment deferment period?	<p>Yes, you can continue to draw on these facilities during the payment deferment period, provided that you have not fully utilised the approved credit limit on these facilities.</p> <p>If you continue to draw on the facilities, payments must be made in accordance to the terms of the facilities.</p>
2.	Can I request for a variation to the deferment package (e.g. 3 months instead of 6 months deferment, or continue to service the interest/profit portion)?	<p>For the automatic deferment on 1 April 2020, the deferment period is for 6 months.</p> <p>If you choose to defer payments after 1 April 2020, you are advised to contact your FI if you wish to vary the 6-month deferment package. It is up to each FI to consider such requests from its borrowers/customers.</p>
3.	Are FIs allowed to increase the interest/profit of the loan/financing during the payment deferment period?	No. FIs are not allowed to increase the interest/profit rate during the deferment period.
4.	If I have missed two months payment on my loan/financing account, will my CCRIS report continue to show 2 months in arrears when the payment deferment starts on 1 April 2020?	<p>Yes, the account status as at 1 April 2020 remains unchanged throughout the deferment period.</p> <p>In this case, your CCRIS report will continue to show 2 months in arrears until 30 September 2020, unless you fully settle the amount in arrears during the deferment period.</p>
5.	Is there a minimum outstanding balance or a minimum remaining tenure to qualify for the automatic deferment?	No. It is applicable to all eligible loans/financing regardless of the outstanding amount or the remaining tenure as at 1 April 2020.
6.	Can I opt-out at any time during the 6-months deferment period?	Yes. You should contact your FI if you wish to opt-out at any point during the payment deferment period. If you opt-out, you must continue to make timely and full payment of your loan/financing.
7.	For Islamic facility, is there a need to perform a new <i>aqad</i> (or contract) for rescheduling of the facility as a result of the deferment?	No. A new <i>aqad</i> is not necessary so long as the amount to be paid by the customers is within the original contracted price of the existing contract.

No.	Question	Answer
8.	For borrowers/customers who may require restructuring/rescheduling (R&R) after the deferment period, will the loan/financing be classified as R&R in CCRIS?	<p>No. Any requests from borrowers/customers for R&R which are received on or before 31 December 2020 will not be classified as R&R in CCRIS.</p> <p>For requests received after 31 December 2020, the classification as R&R applies.</p>
9.	<p>The existing tenure for my personal financing is 10 years, hire-purchase financing is 9 years and home financing is 35 years, which are all the maximum tenure allowed for each type of financing.</p> <p>Can I still extend the tenure of my financing for another six months after the deferment period ends?</p>	<p>Yes, this is possible for borrowers/customers who are provided with automatic loan deferments on 1 April 2020. FIs are allowed to extend the tenure beyond the maximum tenure for personal, home and hire purchase financing by no more than 6 months.</p> <p>You are advised to carefully consider the payment options (when payments resume after 6 months) proposed by your FI and to understand the effects of tenure extension on total financing costs. You should discuss further with your FI to identify an option that is best suited to your financial circumstances.</p>
10.	<p>Bank A: FI with standing instruction¹ Bank B: FI providing loan/financing</p> <p>Do I need to inform Bank A to discontinue my standing instruction?</p>	<p>Yes, if you decide to remain in the payment deferment, you should inform the FI with the standing instruction (Bank A) to suspend this for six months.</p> <p>However, if you have already informed your FI (Bank B) that you wish to opt-out of the payment deferment, there is no need to inform Bank A to continue with your standing instruction. Bank A will not automatically cancel your standing instruction.</p>
11.	Does the payment deferment package apply to home loan/financing with progressive payments where borrowers/customers only service the interest/profit?	Yes.
12.	<p>If I opt out on 1 July 2020, do I have to immediately settle the instalment amount due from April to June 2020?</p> <p>Can I request to stagger the amount due and do I need to pay additional interest/profit?</p>	Borrowers/customers are advised to contact their FIs to discuss the payment options available and carefully consider the impact of these options.

¹ A standing instruction is a service provided by FIs which allow you to make fixed regular payments to a particular account for a specific amount at specified intervals (e.g. monthly, quarterly). An auto debit or direct debit allows you to authorise your debtor to collect money directly from your bank account at an agreed date based on the amount owed by you. For example, utility bills, post-paid mobile subscription fees, etc.

No.	Question	Answer
Conversion of Credit Card Balances into a 3-year Term Loan/Financing (Conversion Package)		
13.	I have one easy payment plan and one balance transfer plan under my credit card. Can I convert all the balances into a single term loan/financing?	<p>No. The conversion into term loan/financing applies only to the outstanding balances in your credit card account (excluding other existing instalment plans in the account, such as easy payment plans or balance transfers). Such instalment plans involve monthly payments over a fixed tenure at zero or low interest/profit rates.</p> <p>Some important points to note:</p> <ul style="list-style-type: none"> If your FI automatically converts or you opt to convert your outstanding credit card balance into a term loan/financing, your total payments each month = term loan/financing payment (principal and interest/profit) + monthly payment for your existing instalment plans + minimum 5% of the account balance arising from new transactions made after the conversion. For example: <p>After conversion but before deferment:</p>  <p>Your minimum monthly payment amount = RM (150^a + 50^b + 200^c + 100^d) = <u>RM500</u></p> <p><i>Credit card account has approved credit limit of RM10,000, with the following assumptions:</i></p> <ol style="list-style-type: none"> Monthly instalment for balance transfer plan (not converted into term loan/financing) with 0% interest/profit = RM150; Monthly instalment for easy payment plan (not converted into term loan/financing) with 0% interest/profit = RM50; Card balance converted into term loan/financing at 13% p.a.² for 3 years = RM5,950; <ul style="list-style-type: none"> Monthly instalment = RM200; New statement balance post-conversion, from new transactions = RM2,000 <ul style="list-style-type: none"> 5% of statement balance = RM100.

² For Islamic financing, Islamic financial institutions will determine selling price based on 13% p.a. profit rate.

No.	Question	Answer
		<ul style="list-style-type: none"> Even if you have requested for payments on the new term loan/financing to be deferred for 6 months, you will still need to service the monthly payments on your existing instalment plans during the payment deferment period + minimum 5% of the account balance arising from new transactions made after the conversion. For example: <p>After conversion AND deferment on term loan/ financing:</p>  <p>Your minimum monthly payment amount = RM (150^a + 50^b + 0^c + 100^d) = RM300</p> <p><i>Credit card account has approved credit limit of RM10,000, with the following assumptions:</i></p> <ol style="list-style-type: none"> Monthly instalment for balance transfer plan (not converted into term loan/financing) with 0% interest/profit = RM150; Monthly instalment for easy payment plan (not converted into term loan/financing) with 0% interest/profit = RM50; No term loan/financing payment for six months = 0; New statement balance post-conversion, from new transactions = RM2,000 <ul style="list-style-type: none"> 5% of statement balance = RM100. <p>Please contact your FI for more information on the options available to you.</p>
14.	I have two credit cards with the same FI. Can I convert both credit card balances into one term loan/financing?	Generally, the conversion into term loan/financing is done on a per account basis. However, some FIs may be able to facilitate this. As such, please contact your FI to discuss the options available for converting both credit card accounts into a single term loan/financing.