

Updated on 30 July 2020

**FAQ:**

**1. Targeted Moratorium Extension Program for Individual**

**2. AFFIN Financial Assistance Instalment Relief (FAIR) Program for Individual and Non-Individual**

No	Question	Answer
<b>1. TARGETED MORATORIUM EXTENSION PROGRAM FOR INDIVIDUAL</b>		
1.	What is the Targeted Moratorium Extension Program?	<p>a) It is an extension of loan/financing payment deferment program for a period of three (3) months from 1 October 2020.</p> <p>b) This program is implemented to assist the borrowers/customers who opted for the six (6)-months moratorium program from 1 April 2020 to 30 September 2020 <b>and</b> with the following criteria:</p> <ul style="list-style-type: none"> <li>i. individuals who are retrenched in the year of 2020 and currently unemployed; or</li> <li>ii. individuals who are currently employed with reduced salaries due to COVID-19.</li> </ul>
2.	When can I apply to participate in this program?	You may contact AFFINBANK/AFFIN ISLAMIC (“the Bank”) for application from 7 August 2020. The application deadline is 30 September 2020.
3.	How do I apply for this program?	<p>You may apply through the following channels:</p> <p>a) Complete the online form via the Bank’s websites:</p> <ul style="list-style-type: none"> <li>i. <a href="http://www.affinonline.com">www.affinonline.com</a>;</li> <li>ii. <a href="http://www.affinislamic.com.my">www.affinislamic.com.my</a>; or</li> <li>iii. <a href="http://www.affinbank.com.my">www.affinbank.com.my</a></li> </ul> <p>For any enquiries, you may:</p> <ul style="list-style-type: none"> <li>a) Call our Contact Centre at 03-8230 2222 from Monday to Sunday between 8:00 am to 12:00 am;</li> <li>b) Email us at <a href="mailto:yourvoice@affinbank.com.my">yourvoice@affinbank.com.my</a>; or</li> <li>c) Visit the nearest Bank’s branches.</li> </ul>
4.	Do I need to provide any document to support my application?	<p>Yes. You may provide any document to support your application. For example:</p> <ul style="list-style-type: none"> <li>a) For salary earners: Termination/pay cut letter, payslip or EPF/bank statement.</li> <li>b) For non-salary earners (e.g. Small business operators, petty traders, hawkers): Statutory declaration of income or bank statement.</li> </ul>
5.	What will happen after the expiration of the three (3)-month extended moratorium?	You will be required to resume your original instalment payment amount.

No	Question	Answer
6.	Is there any other assistance program offered by the Bank?	The Bank is also offering the AFFIN Financial Assistance Instalment Relief (FAIR) Program for individual and non-individual.
<b>2. AFFIN FINANCIAL ASSISTANCE INSTALMENT RELIEF (FAIR) PROGRAM FOR INDIVIDUAL AND NON-INDIVIDUAL</b>		
<b>General Queries</b>		
1.	What is the Financial Assistance Instalment Relief (FAIR) program?	<p>a) As the six (6)-month automatic moratorium will end on 30 September 2020, the Bank has developed the FAIR program to assist in alleviating the financial difficulties faced by existing borrower/customer by providing options to overcome the financial burden.</p> <p>b) Application for this FAIR program is subject to the Bank's approval.</p>
2.	What is the loan /financing payment option under this program?	<p>There are two (2) options available for loan/financing as follows:</p> <p>a) Deferment of instalments/payment holiday up to a maximum of 12 months at the Bank's discretion; or</p> <p>b) Rescheduling and restructuring (R&amp;R) of loan/financing facility with <i>step up payment scheme*</i> for the first two (2) years and extension of loan/financing tenure.</p> <p><i>*Step up payment scheme is not applicable for facility(ies) under progressive release.</i></p>
3.	Who is eligible to participate in this program?	<p>This program applies to Malaysian and Foreigners under Malaysia My Second Home (MM2H) program who are affected by Covid-19 pandemic such as:</p> <p><u>Individual</u></p> <p>a) Retrenched and currently unemployed; or</p> <p>b) Under no-pay leave condition imposed by employer; or</p> <p>c) Reduction of income/salary pay cut.</p> <p><u>Non-individual</u></p> <p>a) Business remains viable and in operation (not closed down/wound-up); and</p> <p>b) Have good payment track record prior to Covid-19.</p>
4.	What are the eligibility criteria?	<p>a) Loan/financing that is not in arrears/overdue exceeding 90 days from the application date; and</p> <p>b) Loan/financing denominated in Ringgit Malaysia.</p>

No	Question	Answer
5.	What are the eligible products for this program?	<p>Both Conventional loan and Islamic financing as follows:</p> <ul style="list-style-type: none"> <li>a) Mortgage/Mortgage-i;</li> <li>b) ASB;</li> <li>c) Tawarruq Term Financing-i</li> <li>d) Overdraft/Cashline-i;</li> <li>e) <i>*Hire Purchase/Hire Purchase-i;</i></li> <li>f) <i>*Personal Financing-i;</i></li> <li>g) Education Financing-i; and</li> <li>h) Ar-Rahnu.</li> </ul> <p><i>*For Hire Purchase/Hire Purchase-i and Personal Financing-i, R&amp;R is required prior to any deferment program.</i></p> <p>For Credit Card/Credit Card-i, you may apply to convert your outstanding balances for Credit Card or principle amount of Credit Card-i into Term Loan/Financing up to maximum of five (5) years at a fixed rate of 13% per annum, subject to the Bank's discretion.</p>
6.	How do I apply for this program?	<p>You may apply through the following channels:</p> <ul style="list-style-type: none"> <li>a) Complete the online form via the Bank's websites: <ul style="list-style-type: none"> <li>i. <a href="http://www.affinonline.com">www.affinonline.com</a>;</li> <li>ii. <a href="http://www.affinislamic.com.my">www.affinislamic.com.my</a>; or</li> <li>iii. <a href="http://www.affinbank.com.my">www.affinbank.com.my</a></li> </ul> </li> </ul> <p>For enquiries, you may:</p> <ul style="list-style-type: none"> <li>a) Call our Contact Centre at 03-8230 2222 from Monday to Sunday between 8:00 am to 12:00 am;</li> <li>b) Email us at <a href="mailto:yourvoice@affinbank.com.my">yourvoice@affinbank.com.my</a>; or</li> <li>c) Visit the nearest Bank branches.</li> </ul>
7.	Do I need to provide any document to support my application?	<p>Yes. You may provide any documents to support your application. For example:</p> <p><u>Individual</u></p> <ul style="list-style-type: none"> <li>a) For salary earners: Termination/pay cut letter, payslip or EPF/bank statement.</li> <li>b) For non-salary earners (e.g. Small business operators, petty traders, hawkers): Statutory declaration of income or bank statement.</li> </ul> <p><u>Non-individual</u></p> <ul style="list-style-type: none"> <li>a) Latest six (6) months bank statement.</li> <li>b) Interim financial statements/management accounts.</li> <li>c) Business plan.</li> </ul>

No	Question	Answer
8.	Currently, my account is under moratorium, am I eligible for this FAIR program?	Yes, provided Item 3, 4 and 5 above are complied. However, your application for FAIR program is still subject to the Bank's approval.
9.	When is the closing date to apply for the FAIR program?	30 June 2021.
<b>Deferment of Loan/Financing Payment</b>		
10.	How will my interest/profit charges be calculated during the deferment period?	<p>a) For Conventional loan: Interest will continue to be accrued on the outstanding balance during the period. The interest will be compounded, i.e. interest will be charged on the interest that has been accrued.</p> <p>b) For Islamic financing: Profit will continue to be accrued on the outstanding principal amount during the period. However, the profit will not be compounded, i.e. profit will not be charged on the profit that has been accrued.</p>
11.	Will this deferment have any impact on my CCRIS record?	The deferment period will not affect your CCRIS record.
12.	My loan/financing has been deferred under this FAIR program. What if I wish to exit this deferment mid-way?	<p>If you wish to opt out from the program, please:</p> <p>a) Email us at <a href="mailto:yourvoice@affinbank.com.my">yourvoice@affinbank.com.my</a>; or</p> <p>b) Call our Contact Centre at 03-8232 2222 from Monday to Sunday between 8:00 am to 12:00 am.</p>
<b>Rescheduling and Restructuring (R&amp;R)</b>		
13.	Do I need to execute any document for my R&R?	Yes. A Supplemental Agreement will be executed.
14.	Is the Bank allowed to revise the pricing for R&R?	Yes, subject to the Bank's discretion and agreement from the customer/borrower.
15.	Will this R&R have any impact on my CCRIS record?	The R&R will not affect your CCRIS record.