

DATE – 25 MARCH 2020

FAQ – Additional Measures to Assist Borrowers/Customers Affected by the COVID-19 Outbreak

No.	Question	Answer
GENERAL		
1.	What is this moratorium for?	<ul style="list-style-type: none"> ▪ The moratorium is intended to provide temporary relief on financial commitments to customers affected by the COVID-19 outbreak.
2.	What is the moratorium period?	<ul style="list-style-type: none"> ▪ 6 months (1 April 2020 till 30 September 2020)
3.	When was the announcement made on the moratorium/ financial relief by Affin Bank Group?	<ul style="list-style-type: none"> ▪ The latest press announcement was made on 24 March 2020.
4.	What type of financial relief is given?	<ul style="list-style-type: none"> ▪ Moratorium up to maximum of 6 months covering <ul style="list-style-type: none"> - No instalment/interest/ujrah payment required - No late charges will be imposed - However, the late charges before the moratorium still apply
5.	Do I need to apply and what are the documents to be submitted?	<ul style="list-style-type: none"> ▪ You are not required to put up an official request to the Bank. ▪ All individual and SME loans excluding credit card that meet the criteria will automatically qualify for the moratorium. ▪ No documents to be submitted.
6.	Who is eligible to apply?	<ul style="list-style-type: none"> ▪ Automatic approval for moratorium will be granted to loans/financing that are not in arrears exceeding 90 days as at 1 April 2020.
7.	What are the industries affected?	<ul style="list-style-type: none"> ▪ All industries.
8.	How do I know if the Bank has enrolled my loan into the moratorium package?	<ul style="list-style-type: none"> ▪ If you are eligible, rest assured you are automatically enrolled.
9.	What are the approval considerations?	<ul style="list-style-type: none"> ▪ Automatic approval for moratorium will be granted to loans/financing that are not in arrears exceeding 90 days as at 1 April 2020.
10.	How can I approach the Bank on this?	<ul style="list-style-type: none"> ▪ You do not need to approach the Bank on this. Eligible customers will be automatically enrolled for this package.
11.	Can I opt to not to accept the moratorium offer?	<ul style="list-style-type: none"> ▪ Yes, if you do not wish to opt for the automatic moratorium, you may continue with your current full and timely repayments/ payment terms.

12.	Can I ask for more than 6 months moratorium?	<ul style="list-style-type: none"> ▪ The moratorium is only for 6 months. ▪ Please contact the Bank if you require a longer moratorium period.
13.	My loan is in default, can I qualify?	<ul style="list-style-type: none"> ▪ Loans/financing accounts that are already more than 90 days in arrears as at 1 April 2020 will not qualify for moratorium. ▪ The Bank will offer suitable workout plans to repay/pay the principal and interest/ profit accrued during the moratorium period consistent with the affordability of borrowers/customers.
14.	Can loans under rescheduling and restructuring (R&R) be eligible for the financial relief?	<ul style="list-style-type: none"> ▪ Loans/financing under Rescheduling & restructuring is also eligible for the moratorium subject to meeting the criteria.
15.	What if I am not eligible to apply for moratorium?	<ul style="list-style-type: none"> ▪ The Bank will offer suitable workout plans to repay/ pay the principal and interest/profit accrued during the moratorium period consistent with the affordability of borrowers/customers. ▪ Customers will be given the option to refer to AKPK and opt for rescheduling & refinancing of their loan/financing.
16.	If I have money later and wish to stop the moratorium, what can I do?	<ul style="list-style-type: none"> ▪ You may continue to make your instalment/interest/ujrah payment as usual.
17.	What if I have a Standing Instruction for the repayment of my loan/ financing?	<ul style="list-style-type: none"> ▪ Please arrange to suspend your Standing Instruction for April 2020 to September 2020 with your respective Bank.
18.	What if repayment for my loan with Affin Bank is auto-deducted from my AFFINBANK savings/current account, do I need to notify the bank to stop the deduction?	<ul style="list-style-type: none"> ▪ No. During the moratorium period, no deduction will be made.
19.	What happens if I still face financial constraints after the moratorium period?	<ul style="list-style-type: none"> ▪ The Bank will offer suitable workout plans to repay/pay the principal and interest/profit accrued during the moratorium period consistent with the affordability of borrowers/ customers. ▪ Customers will be given the option to refer to AKPK and opt for rescheduling & refinancing of their loan/financing.
20.	Will my CCRIS be impacted?	<ul style="list-style-type: none"> ▪ No, the moratorium period will not be reported in CCRIS.