

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

No.	Question	Answer
GENERAL		
1.	What is the purpose of moratorium?	<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.	How long is the moratorium period?	<ul style="list-style-type: none"> ▪ Six (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 six (6) months covering <ul style="list-style-type: none"> - No instalment/interest/profit payment required - No late charges/compensation (ta'widh) will be imposed - However, the late charges/compensation (ta'widh) before the moratorium still apply
5.	Is there any application required and documents to be submitted for me to qualify for the moratorium?	<ul style="list-style-type: none"> ▪ There is no application required or documents to be submitted to AFFINBANK/AFFINISLAMIC ("the Bank"). ▪ All individual and SME loans/financing that meet the criteria will automatically qualify for the deferment, excluding credit card/credit card-i. ▪ No documents to be submitted.
6.	What are the eligibility criteria?	<ul style="list-style-type: none"> ▪ Automatic approval for moratorium will be granted to loans/financing that are not in arrears/overdue exceeding 90 days as at 1 April 2020; and ▪ Denominated in Malaysian Ringgit.
7.	What are the eligible products for automatic moratorium?	<ul style="list-style-type: none"> ▪ Both Conventional loan and Islamic financing for Mortgage, Hire Purchase, Personal Financing, ASB and Education Financing-i. <p><u>Exclusion</u></p> <ul style="list-style-type: none"> ▪ Overdraft (OD)/Cash Line-i (CL-i) are <u>NOT</u> eligible ▪ For Mortgage product which has combination of Term Loan/Term Financing (TL/TF) and OD, only TL is eligible ▪ For credit card/credit card-i, there is no moratorium period. You can apply to convert your Credit Card/Credit Card-i outstanding balances into Term Loan/Financing.

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8.	What are the industries affected to be eligible for moratorium?	<ul style="list-style-type: none"> ▪ All industries will be eligible.
9.	How will I know if the Bank has enrolled my loans/financing into the moratorium? Will I be notified?	<ul style="list-style-type: none"> ▪ If you are eligible, rest assured that you will be automatically enrolled for moratorium. (Refer to Question 6 for eligibility criteria) ▪ The Bank will notify you through various communication channels (e.g. SMS, email, letter).
10.	How will my interest/profit charges be calculated during the moratorium period?	<ul style="list-style-type: none"> ▪ For conventional loans: Simple interest will continue to be charged on the outstanding balance without compounding the interest during the moratorium period. ▪ For Islamic financing: Profit will continue to accrue on the outstanding principal amount. Such profit will not be compounded in line with Shariah principles.
11.	Can I opt out from (not to accept) the moratorium?	<ul style="list-style-type: none"> ▪ Yes, if you wish to opt out from the moratorium, please <ol style="list-style-type: none"> a) Go to your nearest AFFINBANK/AFFIN ISLAMIC BANK branch and fill out the Opt out form; or b) Call our Call Centre at 03 8230 2222; or c) Download the form from our website and email the completed form to yourvoice@affinbank.com.my ▪ You may continue to timely and full payment/ repayment of your loan/financing.
12.	When is the last date for me to contact the Bank to opt out from this initiative?	<ul style="list-style-type: none"> ▪ The moratorium period is from 1 April 2020 to 30 September 2020. ▪ You may opt out from now till 31 August 2020. ▪ To opt out, please <ol style="list-style-type: none"> a) Go to your nearest AFFINBANK/AFFIN ISLAMIC BANK branch and fill out the Opt-out form; or b) Call our Call Centre at 03 8230 2222; or c) Download the form from our website and email the completed form to yourvoice@affinbank.com.my ▪ You may continue to make timely and full payment/ repayment of your loan/financing as per your current terms.

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13.	What if I wish to exit the moratorium package mid-way?	<ul style="list-style-type: none"> ▪ If you wish to exit the moratorium, please <ul style="list-style-type: none"> a) Go to your nearest AFFINBANK/AFFIN ISLAMIC BANK branch and fill out the Opt-out form; or b) Call our Call Center at 03 8230 2222; or c) Download the form from our website and email the completed form to yourvoice@affinbank.com.my ▪ You may continue to make timely and full payment/repayment of your loan/financing as per your current terms.
14.	Once I opt out, can I choose to opt in later?	<ul style="list-style-type: none"> ▪ Yes. You may fill up the Opt in Form.
15.	Can I extend the deferment for more than six (6) months?	<ul style="list-style-type: none"> ▪ The deferment is only for six (6) months.
16.	My loans/financing 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.
17.	I am currently not eligible but will regularize my account. When will be the last date for my loans/financing to be qualified for the moratorium package?	<ul style="list-style-type: none"> ▪ If the account is regularized by 31 March 2020, you will automatically qualify for the moratorium ▪ If it is regularized after 31 March 2020, you will not be eligible <p>(Regularized = accounts are not in arrears/overdue exceeding 90 days as at 1 April 2020).</p>
18.	Will my CCRIS reflect poor record if I opt for the moratorium?	<ul style="list-style-type: none"> ▪ No, your CCRIS will not be affected during the moratorium.
19.	Will my loans/financing instalment be revised after the moratorium period?	<ul style="list-style-type: none"> ▪ The monthly instalment will remain after the moratorium period. ▪ After the moratorium period, you should continue to pay the existing monthly instalment amount.

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20.	If my loans/financing due date is before 1/4/2020 i.e. 28/3/2020, do I have to pay for the loans/financing?	<ul style="list-style-type: none"> ▪ You are encouraged to make payment before the due date ▪ If you do not make the payment, you are still eligible for the automatic moratorium if your loans/financing are not in arrears/not overdue exceeding 90 days as at 1 April 2020.
21.	Is the moratorium extended to loans/financing under progressive release?	<ul style="list-style-type: none"> ▪ Yes, it is extended to loans/financing under progressive release. However, the deferred monthly progressive interest/profit accumulated must be settled before the loans/financing is fully released. Otherwise, payments meant for monthly instalment once the loans/financing is fully released, will go towards settling the outstanding progressive interest/profit, resulting in instalment payment in arrears.
22.	Can loans/financing 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 the loans/financing that are not in arrears (not overdue) exceeding 90 days as at 1 April 2020.
23.	What if I am not eligible for moratorium?	<ul style="list-style-type: none"> ▪ Customers can opt for rescheduling & refinancing of their loans/financing. The Bank will offer suitable workout plans to repay/pay the principal and interest/profit accrued consistent with the affordability of borrowers/customers. ▪ Customers will be given the option to refer to AKPK.
24.	What if I have a Standing Instruction from other FIs for the repayment/payment of my loans/financing at AFFINBANK/AFFIN ISLAMIC BANK?	<ul style="list-style-type: none"> ▪ Please arrange to suspend your Standing Instruction with your respective Banks or employer (staff with salary deduction) during the moratorium period.
25.	If repayment/payment for my loans/financing with the Bank is auto deducted from my AFFINBANK/AFFIN ISLAMIC 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.

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26.	If I have opted out for the moratorium package and repayment/payment for my loans/financing with the Bank is auto-deducted from my AFFINBANK/AFFIN ISLAMIC savings/current account, will payments still be made?	<ul style="list-style-type: none"> ▪ During the moratorium period, no deduction will be made unless you have given instruction to the Bank to continue with the auto-deduction in the 'Opt-Out' form. ▪ Alternatively, you may make payments using other options such as the Cash Deposit Machine or via Online banking.
27.	What will happen to the advance payment that I have made?	<ul style="list-style-type: none"> ▪ As you are not required to make payment during the Moratorium, your current advance payment will remain unchanged until the Moratorium period is over.
28.	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 loans/financing.
29.	If I am currently enrolled under AKPK, will I be eligible for this moratorium program?	<ul style="list-style-type: none"> ▪ Yes ▪ If you are currently paying to AKPK, please contact them for assistance. ▪ AKPK Contact Centre: 03- 2616 7766
30.	How can I reach out to the Bank for further queries?	<ul style="list-style-type: none"> ▪ You may reach us via the following: <ol style="list-style-type: none"> a) Contact Centre at 03-8230 2222 (Monday to Sunday, 8am to 12midnight) b) Careline at 1 800 88 3883 (during normal banking hours, Monday to Friday) c) Email at yourvoice@affinbank.com.my
CREDIT CARD		
1.	What is the Term Loan/Financing offered by the Bank for Credit Card and/or Credit Card-i?	<ul style="list-style-type: none"> ▪ The Bank allows customers to repay their Credit Card outstanding balances up to a maximum of three (3) years or 36 months instalments at a fixed interest rate of 13% p.a. ▪ For AFFIN ISLAMIC Cardmembers, only the Principal amount would be converted into instalments.

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		<ul style="list-style-type: none"> ▪ It is applicable for both Principal and Supplementary Cardmember. ▪ This means cardmember’s repayment/payment commitment would be much lower than the initial 5% minimum balance that he/she would have to repay/pay on a monthly basis.
2.	Do I qualify for this Term Loan/Financing?	<p>It depends on the customer’s repayment/payment record:</p> <ul style="list-style-type: none"> ▪ If your repayment/payment is prompt: <ol style="list-style-type: none"> 1. You can opt in for the Term Loan/Financing by filling up an application form and send it to yourvoice@affinbank.com.my 2. The benefit of opting out, you get to repay/pay off/settles your loan/financing in a shorter duration. ▪ If your repayment/payment is not prompt (unable to pay minimum monthly repayment/payment for the past 3 consecutive months) <ol style="list-style-type: none"> 1. You would be automatically enrolled into the Term/Loan Financing without having to fill up any form.
3.	Is there any income document that is required?	<ul style="list-style-type: none"> ▪ There is no income document requirement for this Term Loan/Financing.
4.	Would this affect my CCRIS record?	<ul style="list-style-type: none"> ▪ It would not be reflected on your CCRIS record.
5.	Is there different repayment/payment tenure I can choose from?	<ul style="list-style-type: none"> ▪ Yes. The maximum repayment/payment tenure is three (3) years but cardmembers can choose from either: <ul style="list-style-type: none"> ○ 6 months ○ 12 months ○ 24 months ○ 36 months
6.	How much is the minimum balances that I can convert into this Term Loan/Financing?	<ul style="list-style-type: none"> ▪ The minimum outstanding balances on your card is at RM1,000.
7.	When is the last date for me to apply for the Term Loan/Financing?	<ul style="list-style-type: none"> ▪ You can apply for the Term Loan/Financing between 1 April till 31 December 2020.
8.	Where can I get the form?	<ul style="list-style-type: none"> ▪ Attached form to be emailed to applicant or made available on www.affinonline.com