

**A BRIEF GUIDE:**

# CIMB PAYMENT ASSISTANCE PROGRAMME

**FOR INDIVIDUALS**

For full FAQs, please visit

<https://www.cimb.com.my/covid19support>

Information correct as at 9/9/2020

## How will CIMB help?

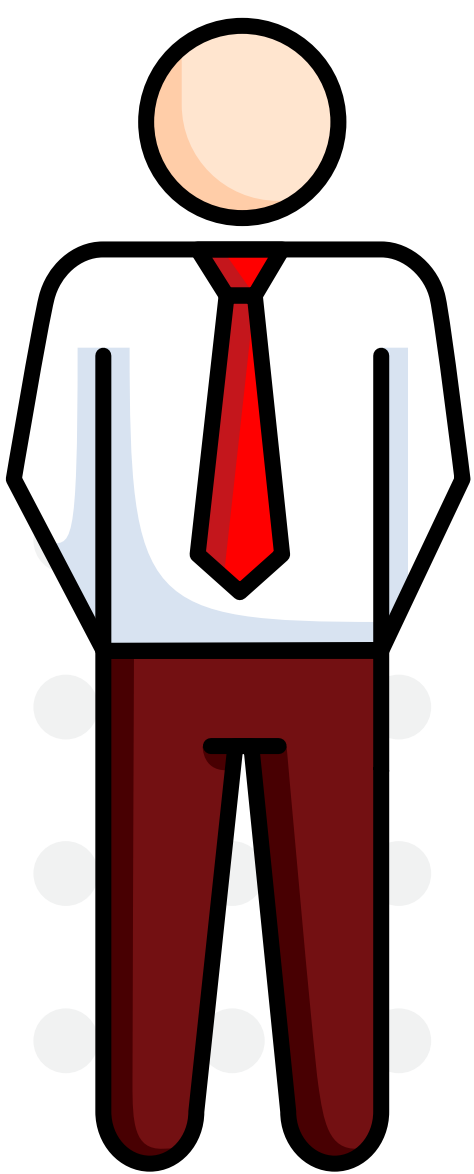
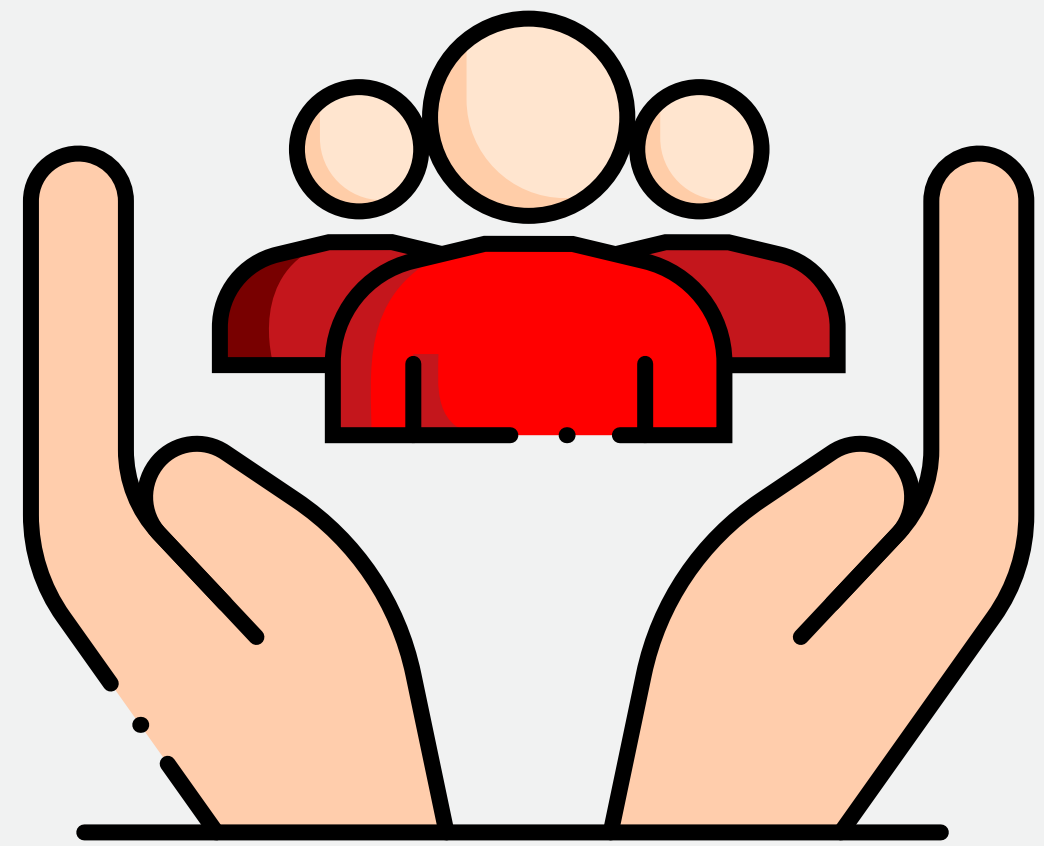
CIMB will be moving towards a targeted assistance approach and provide relief options to customers who are most affected by the pandemic.

We have the following relief options available:

- 3-month payment relief for customers with loss of employment (from 1 January 2020 onwards).

OR

- Reduction of monthly payments for those experiencing a decline in income.



## Who will be eligible for payment assistance?

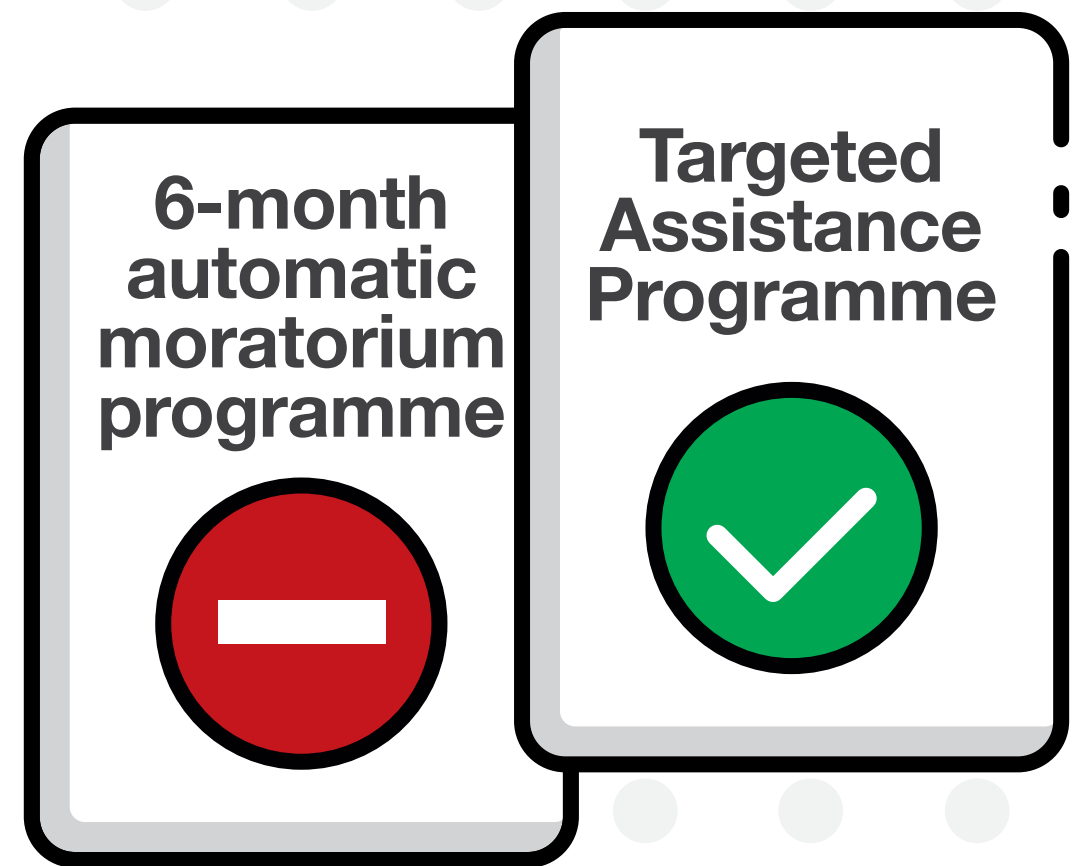
Any customer who is impacted by the pandemic and is currently enrolled in the 6-month automatic moratorium programme.

For payment assistance:

 03 6204 7788 |  covidcare@cimb.com |  visit our branches

## Will I still be eligible even if I was not enrolled in the 6-month automatic moratorium programme?

If you are facing financial difficulties, please reach out to us to discuss payment assistance options.



## When will the programme start?

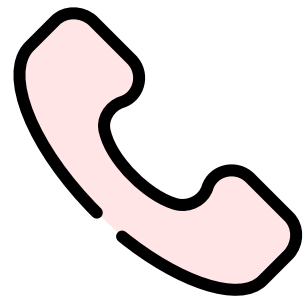
It will start in **October 2020**.

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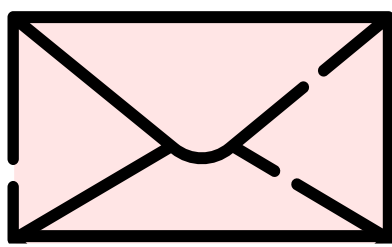
## How can I participate?

You can participate in this programme by:



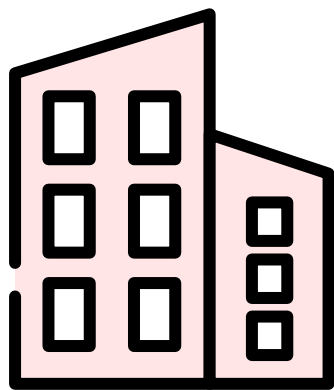
Calling our Consumer Contact Centre at 03 6204 7788.

or



Emailing us at [covidcare@cimb.com](mailto:covidcare@cimb.com)

or



Visiting your nearest branch.



Note: If you are reaching out via email, please include your full name as per NRIC, loan/financing account number and reason for application.



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## What documents will I need to submit?

You will need to submit **ONE** of the following supporting documents as per below:



### Loss of Employment

- Letter of retrenchment from employer
- Latest EPF detailed statement
- Approval for Employment Insurance Scheme (EIS) claim/Evidence of EIS payment
- Any other documentary evidence

### Loss of Partial Income

- Latest payslip/EPF detailed statement
- Latest 3 months' business current account statement
- Any other documentary evidence

## What if I have more than one loan/financing product?

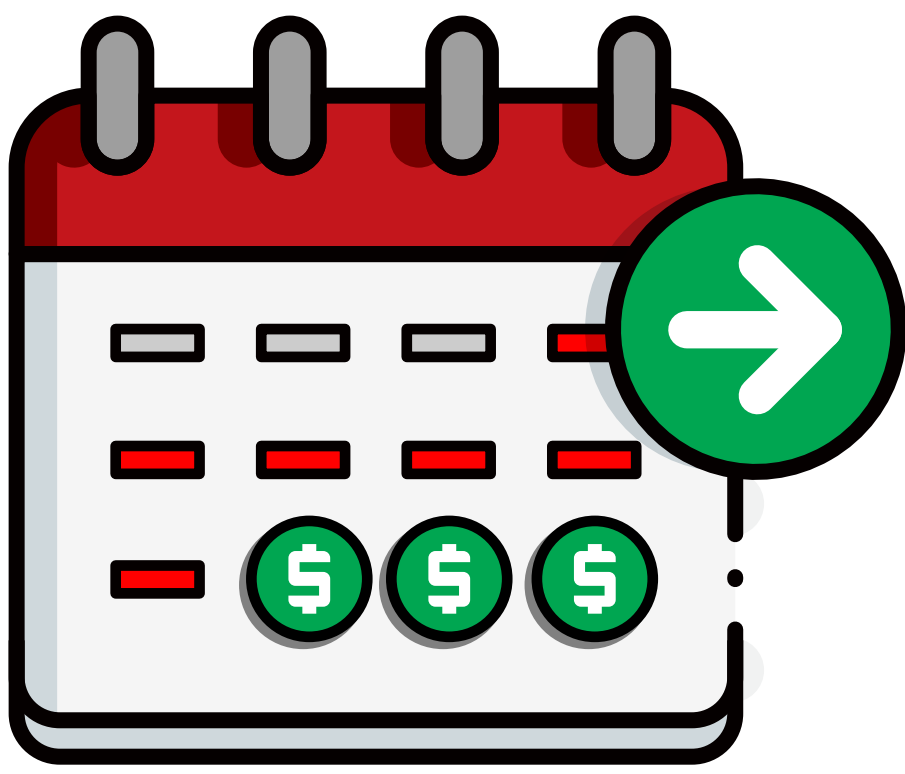


Let us know which loan/financing account needs assistance.

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# I am not interested in this programme



## What will happen at the end of the 6-month automatic moratorium programme?

If you do not take up the payment assistance, your monthly instalment will begin as usual from October 2020 onwards.

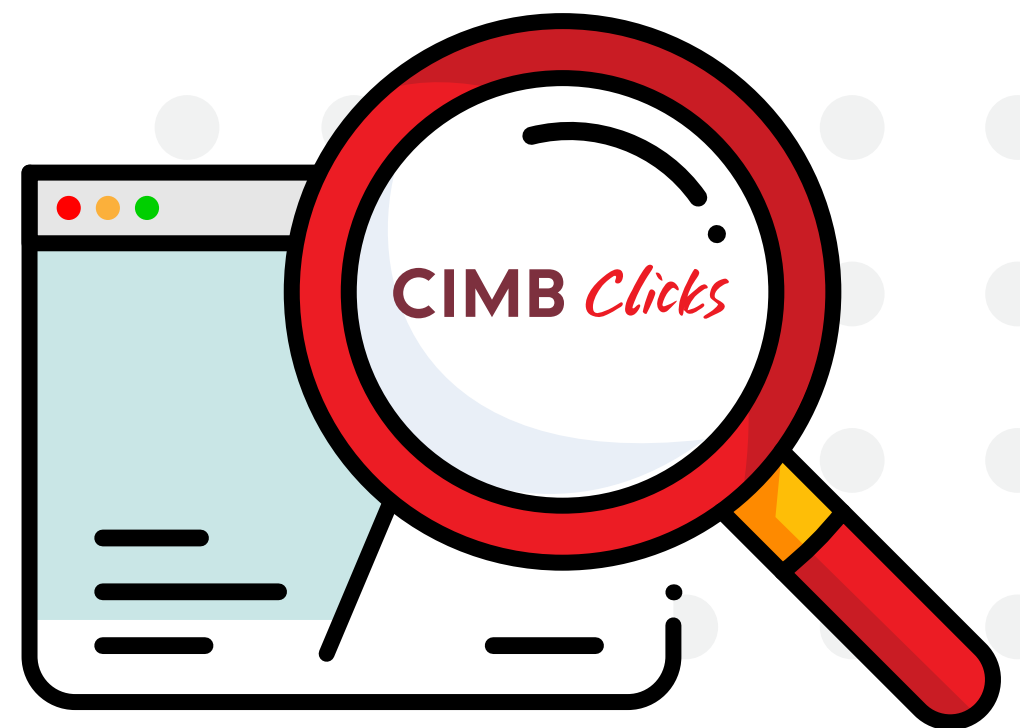
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## How much do I need to pay once the moratorium ends?

We will let you know the details before the moratorium ends or you can log on to CIMB Clicks to check your monthly instalment amount for **1 October 2020**.



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