

A BRIEF GUIDE:

CIMB PAYMENT ASSISTANCE PROGRAMME

FOR INDIVIDUALS

For full FAQs, please visit

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

Information correct as at 21/1/2020

How will CIMB help?

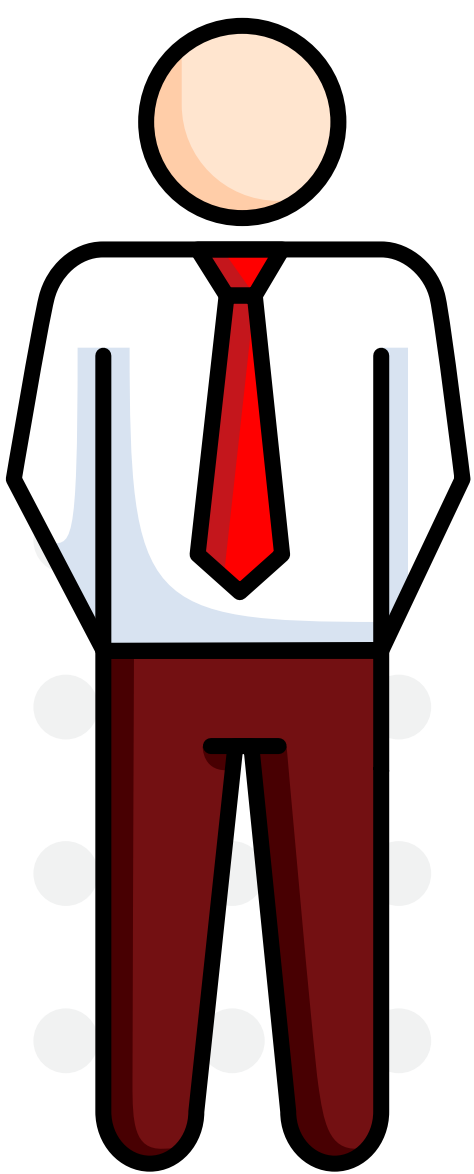
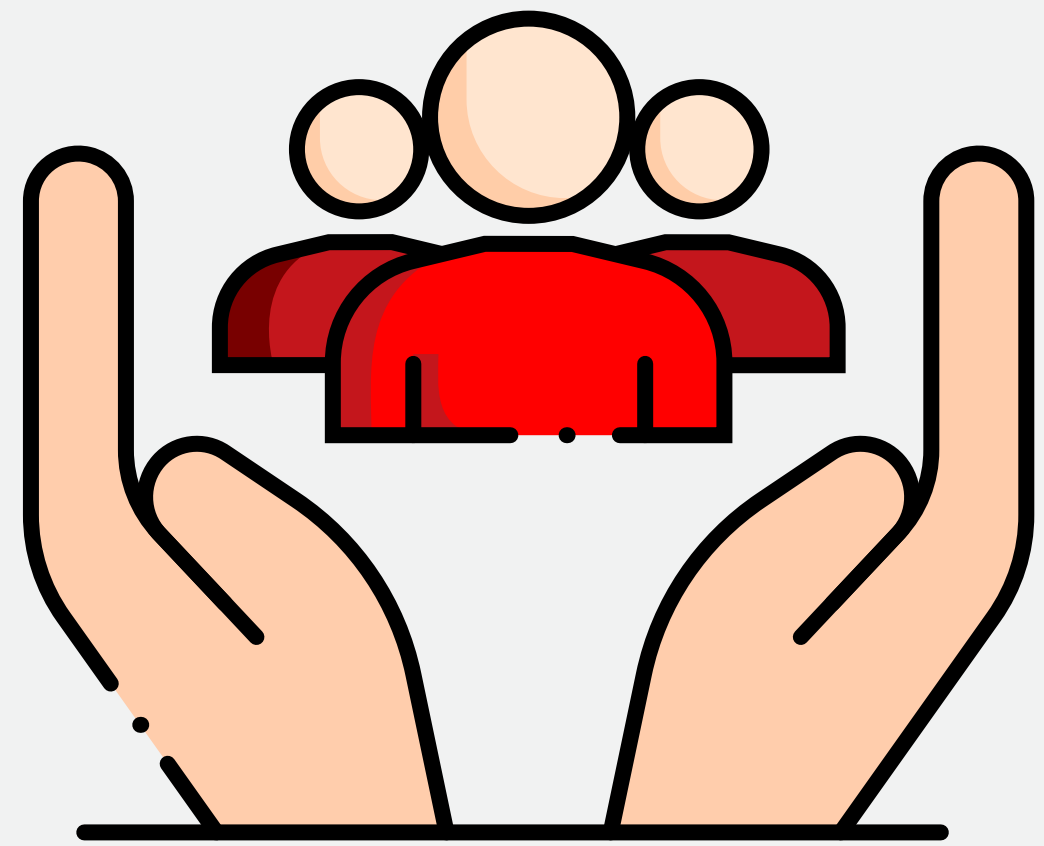
The 6-month automatic moratorium **ended on 30 September 2020**. We have moved to a targeted assistance approach to provide relief options to customers who are most affected.

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?

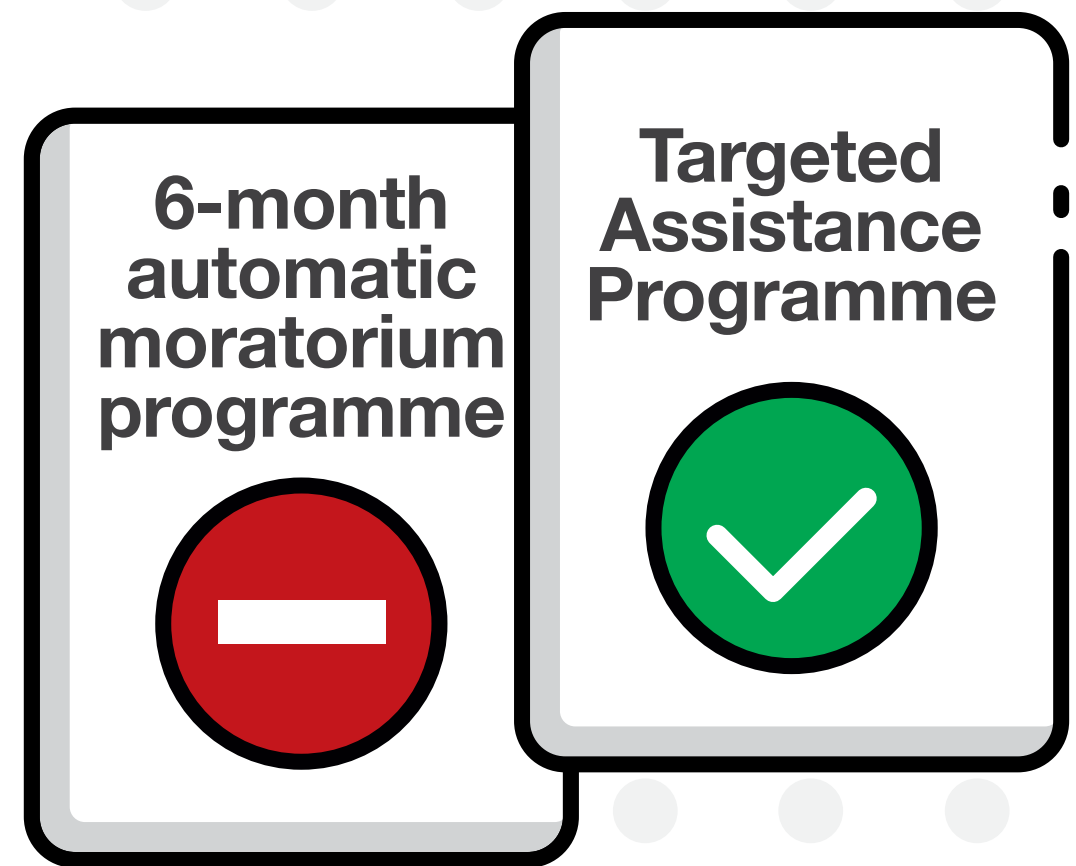
Any customer who is impacted by the pandemic.

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.



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

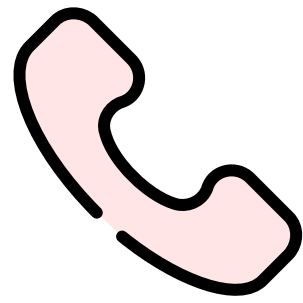
Let us know which loan/financing account needs assistance.

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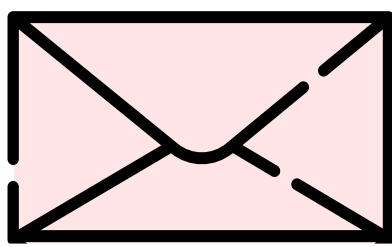
How can I participate?

You can participate in this programme by:



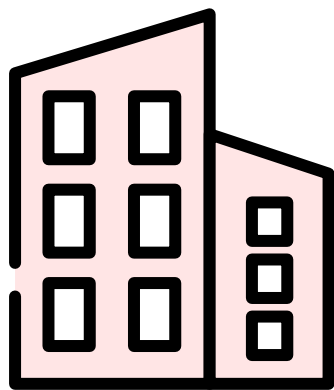
Calling our Consumer Contact Centre at 03 6204 7788.

or



Emailing us at covidcare@cimb.com

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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