

CIMB AUTO FINANCING FIXED RATE MORATORIUM PROGRAMME

22 JUNE 2020

No	Question	Answer
Section 1: General		
1	Which Auto Financing qualifies for the deferment?	CIMB will provide a 6-month automatic moratorium for our Hire Purchase customers as long as the Auto Financing instalments/scheduled payments are: <ul style="list-style-type: none"> not more than 90 days past due as at 1 April 2020; in Ringgit Malaysia denomination.
2	Can Auto Financing under the rescheduling and restructuring (R&R) programme be eligible for the moratorium?	Auto Financing under the R&R programme is also eligible for the moratorium, subject to meeting the criteria.
3	If I'm currently enrolled under the AKPK Programme, will I be eligible for this moratorium programme?	Yes, you are eligible for the moratorium programme. If you do not wish to participate or have further inquiries, please contact AKPK directly. <i>AKPK = Agensi Kaunseling dan Pengurusan Kredit</i>
4	Does the moratorium apply to newly approved/ newly disbursed Auto Financing?	It applies to all Auto Financing which are outstanding as at 1 April 2020. If your Auto Financing is disbursed after 1 April 2020, you have to apply for the moratorium programme. Your request is subject to the Bank's approval.
5	What is the new process for Auto Financing moratorium?	This is applicable to Auto Financing Fixed Rate only. In line with the announcement by BNM on 30 April 2020, Auto Financing customers who have enrolled for the 6-month moratorium will be required to provide confirmation by 15 June 2020. <u>If you wish to continue with the moratorium, please note:</u> <ul style="list-style-type: none"> There will be no additional interest/profit will be charged during or after the moratorium. Your monthly instalment will restart in October 2020 which means the tenure of your Auto Financing will be extended (refer to Q8). Your monthly instalment amount and other terms remain unchanged. <p>Note: This will NOT be applicable for Variable rate or if you have discontinued the moratorium earlier for your Fixed Rate Auto Financing.</p>

FAQs is subject to revision by CIMB in line with regulatory updates.

No	Question	Answer
Section 2: Confirmation to continue with moratorium		
6	How do I provide confirmation if I wish to participate in the moratorium after 15 June 2020?	If you wish to participate in the moratorium, you may contact our Consumer Contact Centre.
7	How do I know if my confirmation was registered?	We will send a notification to you.
8	If I continue with the moratorium, will my Auto Financing tenure remain the same?	Your Auto Financing tenure will be extended by a minimum of 6 months from the original tenure. For Auto Financing with a tenure of 9 years, the tenure extension will be for 6 months only and the remaining amount will be payable in a lump sum together with your final instalment amount.
9	I have multiple Auto Financing; must all the loans/financing participate or can I select?	If you wish to participate in the moratorium, you may contact our Consumer Contact Centre for each of your Auto Financing accounts that you wish to participate in the Moratorium (as per Q6). For accounts that you wish to stop the moratorium for, refer to Q15.
10	I have discontinued from the moratorium previously, is this still applicable to me?	If you had already discontinued from the moratorium, the latest BNM announcement does not apply to you. You may continue to pay your scheduled monthly instalments as per usual.
11	Will my CCRIS records be adversely affected?	No, there will be no impact to your CCRIS records.
No	Question	Answer
12	Can I participate in the moratorium again if I had stopped earlier?	You will be required to apply for the moratorium programme by contacting our consumer contact centre or walk-in to branches. Your request is subject to the Bank's approval.
13	Will this be applicable where my loan was arranged through Proton Commerce?	Yes, you are required to perform the steps for confirmation if you are eligible for the moratorium. <i>Note: Proton Commerce is a joint venture between Proton Edar Sdn Bhd and CIMB Bank Berhad.</i>
14	Will this be applicable for Hire Purchase Blanket and Block Discounting loan/financing?	You may contact our Auto Finance Center if you wish to participate in the moratorium.

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Section 3: To stop moratorium and continue payment

15	What is the process if I do not wish to continue the moratorium?	<p>You will need to send an SMS request to 62666 by 15 June 2020:</p> <p>OPTOUT <space>Last 4 digit NRIC/Passport Number<space>Car Plate Number.</p> <p><i>Example: OPTOUT 1234 ABC123</i></p> <p>However, please take note of the following:</p> <ul style="list-style-type: none">i. Instalments outstanding for April and May 2020 will need to be settled together with the June 2020 instalment. If these are paid promptly, it will not impact your CCRIS records.ii. If there are delays and payment is made <u>after the June 2020 due date</u>, overdue interest/late payment charges will be applicable as stated in your existing agreement. This late payment will be reflected in your CCRIS records.								
16	Can I choose not to participate in the moratorium programme after 15 June 2020?	<p>Yes, you can send your SMS request (as per Q15) after 15 June 2020. If so, your monthly instalment will be due as per the table below:</p> <table><tr><th>Date of successful SMS</th><th>Next monthly payment date</th></tr><tr><td>16 June – 24 June 2020</td><td>1 July 2020 onwards</td></tr><tr><td>25 June – 24 July 2020</td><td>1 August 2020 onwards</td></tr><tr><td>25 July – 24 August 2020</td><td>1 September 2020 onwards</td></tr></table> <p>You will need to settle previous instalments together with your next monthly instalment. Please refer to Q15.</p> <p>Kindly note that the last day to opt-out is on 24 August 2020.</p>	Date of successful SMS	Next monthly payment date	16 June – 24 June 2020	1 July 2020 onwards	25 June – 24 July 2020	1 August 2020 onwards	25 July – 24 August 2020	1 September 2020 onwards
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25 June – 24 July 2020	1 August 2020 onwards									
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No	Question	Answer								
17	When I checked my account on CIMB Clicks, it does not show my payment status made for June 2020, was my payment unsuccessful?	Your payment transaction will be reflected in July 2020 on CIMB Clicks.								
18	If I do not continue with the moratorium, what happens to my Auto Financing tenure?	There will be no change to your Auto Financing tenure.								

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19	What happens to my standing instructions if I stop the moratorium?	<p>For Auto Fund Transfer Your Auto Fund Transfer (AFT)/Standing Instruction will resume starting 1 July 2020 and funds will be transferred to pay the July instalment as well as April, May and June 2020 instalments. Do ensure sufficient funds are available in the account.</p> <p>For Scheduled Payments You will be required to set up the Scheduled Payment in Clicks again to resume payment.</p> <p>For Standing Instructions from Non-CIMB Accounts You will need to liaise with your bank to reactivate it before the June 2020 payment due date.</p>
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