

CIMB PAYMENT ASSISTANCE PROGRAMME (PAP) – FOR SMEs

8 June 2021

No.	Question	Answer
1	Will CIMB be offering any automatic moratorium for impacted SME and Microenterprises?	<p>As per the announcement made by the Malaysia Government on 31 May 2021, customers would need to get in touch with their banks to benefit from this financial relief assistance.</p> <p>Please get in touch with us to select the preferred payment assistance option, as this is not an automatic moratorium.</p>
2	Who can participate for the CIMB Payment Assistance Programme (PAP) – for SMEs?	<p>This programme is designed to assist SME customers, including Microenterprises that are not allowed to operate during the Movement Control Order (locked-down sectors) as defined by Majlis Keselamatan Negara)</p> <p>Businesses classified as SME, including Microenterprise, as defined by SME Corporation Malaysia.</p> <ul style="list-style-type: none"> — For the manufacturing sector, SMEs are defined as firms with a sales turnover not exceeding RM50 million or with number of full time employees not exceeding 200. — For the services and other sectors, SMEs are defined as firms with a sales turnover not exceeding RM20 million or with the number of full-time employees not exceeding 75. <p>Please note:</p> <ul style="list-style-type: none"> — For non-SME and corporate customers, please contact your Relationship Manager to discuss payment options.
3	Which loans/financing will be included for this programme?	<p>Any of the following credit facilities, if they were approved before 1 June 2021 and remain performing (not in arrears exceeding 90 days as at date of application by customer):</p> <ul style="list-style-type: none"> — Term Loan/Financing-i — Term Loan/Financing-i that have been converted from trade bills/Islamic trade bills; Bank Guarantee/-i; or Overdraft/Cash Line-i facilities — Hire Purchase extended to Non Individuals (SME)

		<ul style="list-style-type: none"> — Blanket Hire Purchase — Block Discount Hire Purchase <p>Trade financing facilities may be eligible for deferment, depending on whether the features of these facilities allow for an extension in tenure.</p>
4	What are the available options under this programme?	<p>The options available for selection under this programme are:</p> <ul style="list-style-type: none"> - Option 1: Moratorium for 3 months. - Option 2: Reduction of monthly instalments by 50% for 6 months. <p>We recognise that the challenges may differ for each customer and we are committed to assist you based on your needs and circumstances.</p>
5	What is the impact upon taking up the CIMB Payment Assistance Programme (PAP) – for SMEs	<p>Option 1: 3 months moratorium period: Upon the expiry of the moratorium period, the original monthly instalment shall resume until full payment of the business facility</p> <p>Option 2: 6 months reduction period of 50% monthly instalments: Upon the expiry of the reduction period, the original monthly instalment shall resume and shall first be applied towards paying the 50% monthly instalment consisting of principal and interest/profit which was deferred during the reduction period and thereafter until full payment of the business facility.</p> <p>Your interest/profit will continue to accrue during the period of the Payment Assistance.</p>
6	Am I eligible for this payment assistance if I am currently already participating in an existing payment assistance programme?	Yes, for customers that are currently signed up for Targeted Payment Assistance, we will accommodate your requests and modify the assistance accordingly.
7	How can I make a selection for my payment assistance?	<p>To participate, visit www.cimb.com.my/frap Select Payment Assistance Programme (PAP) – for SMEs and click on the registration link.</p> <p>Your application will be approved within 2 calendar days (Excluding Saturday, Sunday and Public Holidays) upon receiving your complete request.</p>

		<p>For Hire Purchase Non Individual (SME), Block Discounting and Blanket Hire Purchase/-i, please contact our Auto Finance Centres. Contact details are available at https://www.cimb.com.my/en/personal/help-support/branch-locator.html</p>
8	Do I need to submit documents to participate for this programme?	No supporting documents are required.
9	I have enrolled into Payment Assistance Programme, what should I do if the payment for my loan/financing is through an Auto Debit via a CIMB Account?	<p><u>For Auto Debit via CIMB Account:</u> If the auto payment deduction from your account was signed up with CIMB, it will be automatically updated upon acceptance of this programme.</p> <p><u>For Scheduled Payment via CIMB Clicks or BizChannel@CIMB:</u> Please log-in to CIMB Clicks or BizChannel@CIMB to update your scheduled payment accordingly.</p> <p><u>For Standing Instructions via another bank or financial institution:</u> Please contact the respective bank to update your standing instructions.</p>
10	What are my options if I wish to explore alternative options for my loan/financing?	<p>You may seek assistance from the following agencies:</p> <ul style="list-style-type: none"> - Agensi Kaunseling & Pengurusan Kredit (AKPK) https://www.akpk.org.my/ - MyKNP (Khidmat Nasihat Pembiayaan) www.myknp.com.my - CGC (Credit Guarantee Corporation Malaysia Berhad) www.cgc.com.my

11	What happens if I have an Insurance / Takaful coverage for my Property/Hire Purchase/ SME Quick Biz-i	<p>The Insurance / Takaful coverage tenure for your Property/Hire Purchase/ SME Quick Biz-i remains unchanged irrespective of your participation in the various assistance programmes.</p> <p>There will be no automatic extension to your Insurance / Takaful coverage tenure in accordance to any extension to your loan/financing tenure because of the assistance programme (if applicable).</p> <p>You may extend your coverage tenure to align with the extended tenure for loan/financing tenure by:</p> <p>Option 1: Visiting any of our CIMB Branches</p> <p>Option 2: Calling our Business Contact Centre 1300 888 828(Local) +603 2297 3000 (Overseas)</p> <p>Monday to Friday from 8.00am to 7.00pm Saturday from 8.00am to 5.00pm (excluding public holidays)</p> <p>Please reach out to your respective Insurance/Takaful coverage provider if you did not obtain it from CIMB.</p>
12	If I were to extend my Insurance / Takaful coverage tenure, will it increase my monthly loan / financing instalment payment?	There will be no impact on your monthly loan / financing instalment payment as the premium / contribution is paid separately by yourself to the Insurance Company / Takaful Operator directly.