

PAYMENT ASSISTANCE PROGRAMME – For Credit Card/-i (Term Loan/ Financing converted from credit card/-i balances under any restructuring and rescheduling programme)

9 JULY 2021

No.	Question	Answer
1	How will CIMB help its customers?	<p>Following the announcement by the Government of Malaysia on 28 June 2021, we have expanded our payment assistance programme.</p> <p>We have the following relief options available to help our customers:</p> <ul style="list-style-type: none"> • Option 1: 6-month moratorium (deferment of instalments); or • Option 2: 50% reduction in instalments for 6 months. <p>We encourage customers who are facing financial difficulties in servicing their commitments to reach out to us. Please be assured that any financial assistance taken will not affect your CCRIS (“Central Credit Reference Information System”) status.</p>
2	Who will be eligible for this Programme?	Any customer who is impacted by the pandemic.
3	Will I be automatically enrolled for this Programme?	<p>There is no automatic enrolment for this Programme. If you wish to participate, please contact us through the following channels:</p> <ul style="list-style-type: none"> • Contact Centre at 03 6204 7788; or • Visit any of our branches; or • Email us at covidcare@cimb.com
4	Which loans/financing will be included for this programme?	This programme is available for Credit Card/-i (Term Loan/ Financing converted from credit card/-i balances under any restructuring and rescheduling programme).
5	What about other products such as Property, Personal, ASB and Auto Financing, is it not part of this programme?	<p>Yes, it is part of our payment assistance programme, you may find more information under Payment Assistance Programme on our website www.cimb.com.my/covid19support</p>

No.	Question	Answer
6	What about Overdraft/ Cashline-i, is it not part of this programme?	Overdraft/ Cashline-i is part of our payment assistance programme, to participate please call our Contact Centre at 03 6204 7788 or visit any of our branches or email us at covidcare@cimb.com
7	When will this Programme start?	<p>Selection of the options under the Programme can be made from 7 July 2021 onwards. The relief will start in the month following your selection / confirmation of the options.</p> <p>If you apply for this Programme in July 2021 and wish to start the Programme in the same month, please let us know.</p>
8	I am currently enrolled in another Payment Relief programme, can I participate in this Programme?	Yes. However, please note that a financing account can be enrolled to only one payment relief programme at any given time.
9	I am enrolled in a programme which started in June 2021, can I participate in this programme?	<p>Yes. However, please note that you can participate in only one programme at any time. You have three options:</p> <ul style="list-style-type: none"> • Immediately switch to the Payment Assistance Programme July 2021 and select one of the 2 options. Refer to Q1. • Wait until the end of your current programme and then participate in the Payment Assistance Programme, should it still be available for participation. • Contact us to discuss further assistance options. Refer to Q3.
10	Do I need to submit any documents to apply for this Programme?	No documents are required.
11	I have more than one loan/financing product with CIMB, will it be applicable for all loans/financing or just selected ones?	We will require you to make separate submissions for each of the loan / financing accounts.
12	What about my auto fund transfer or standing instructions?	If there are any standing instructions with CIMB or other banks, you will need to update your standing instructions accordingly with your respective Bank.

No.	Question	Answer
13	Am I better or worse off participating in this programme?	If you have automatic fund transfer, it will be updated as per the option selected unless notified by the Bank. We want you to make an informed decision. We have listed all the considerations in Table A.
14	Am I allowed to revise my monthly payment should my financial circumstances improve?	Yes, we would recommend you to contact us as soon as possible when your financial circumstances improve. You may call our Contact Centre at 03 6204 7788 or visit any of our branches or email us at covidcare@cimb.com Please be reminded that revising your monthly payment will help to reduce the overall cost of borrowing/financing.
15	I am unable to pay the final amount at the end of my loan/financing, can this amount be reduced?	We would recommend you to contact us as soon as possible to discuss payment options (e.g. extension of loan/financing tenure).
16	My credit card/-i account is still active. Will I be eligible for this programme?	No, but you are welcome to apply for our Balance Conversion Relief Programme (BCR), where you can convert your outstanding balances to a term loan/financing over a period of up to 36 months at an effective interest rate/facility charges of 13% p.a. You may continue to use your credit card up to the remaining credit limit after taking into account the balance converted into a term loan/financing. If the above option does not work for you, you can choose to convert your credit card/-i outstanding balances into term loan/financing under restructuring and rescheduling programme. Please note that your credit card/-i usage will be terminated once the conversion to term loan/financing takes effect. For more information, visit www.cimb.com.my/covid19support ; or call our Contact Centre at 03-62047788.

Table A: Term Loans/Financing converted from credit card/-i balances - Making an informed decision

Term Loans/Financing Converted from Credit Card/-i Balances	6-month moratorium (deferment of instalments)	50% reduction of instalments for 6 months
Payments	<p>Instalments for the next 6-months are deferred. For example, from August 2021 until January 2022.</p> <p>Only applicable for term loans/financing converted under any restructuring & rescheduling for Credit Cards/-i.</p> <p>You must resume payment after the 6-month instalment deferment period (e.g. February 2022). A notification letter will be sent to you in due course.</p>	<p>The reduced monthly payment to be paid during the 6 months' reduction period (e.g. from August 2021 until January 2022) will first be applied to pay the interest for the month, and then the principal balance.</p> <p>Only applicable for term loans/financing converted under any restructuring & rescheduling for Credit Cards/-i.</p> <p>At the end of the 6 months (e.g. February 2022), you will need to pay your full monthly payment in accordance with your current monthly instalment. A notification letter will be sent to you in due course.</p>
Interest / facility charges to be paid	<p>For Conventional Term Loan, your total financing cost will be higher. Interest will still be charged during the 6 months but it will not be compounded, and it is payable on settlement of the Term Loan.</p> <p>For Islamic Term Financing, there will be no additional facility charges.</p>	<p>For Conventional Term Loan, your total financing cost will be higher. Interest will still be charged during the 6 months but it will not be compounded, and it is payable on settlement of the Term Loan.</p> <p>For Islamic Term Financing, there will be no additional facility charges.</p>
Tenure	<p>Your term loan/financing tenure will be extended for a minimum of 6 months.</p> <p>For Conventional Term Loan, there may be a bullet payment at the end of the tenure.</p>	<p>Your term loan/financing tenure will be extended for a minimum of 3 months.</p> <p>For Conventional Term Loan, there may be a bullet payment at the end of the tenure.</p>
Impact to you if you were to participate in this programme	<p>In the short term you get some relief as you do not need to make any payment for 6 months.</p> <ul style="list-style-type: none"> ✓ For Conventional Term Loans, interest will still be charged during the 6 months but it will not be compounded, and it is payable on settlement. ✓ For Islamic Term Financing, there will be no additional facility charges. ✓ Your payment will resume after completing the 6-month instalment deferment period. ✓ Your loan/financing tenure will be extended for a minimum of 6 months. 	<p>In the short term you get some relief as you will pay a reduced amount for 6 months.</p> <ul style="list-style-type: none"> ✓ For Conventional Term Loans, interest will still be charged during the 6 months but it will not be compounded, and it is payable on settlement. ✓ For Islamic Term Financing, there will be no additional facility charges. ✓ The payment of your original monthly instalment will resume at the end of the 6-month instalment reduction period. ✓ Your loan/financing tenure will be extended for a minimum of 3 months.