

CIMB PAYMENT ASSISTANCE PROGRAMME - FOR INDIVIDUALS

9 SEPTEMBER 2020

No.	Question	Answer
1	Will the 6-month automatic moratorium programme be extended?	The 6-month automatic moratorium will end on 30 September 2020.
2	How will CIMB help its customers?	<p>In line with YAB Prime Minister's announcement on 29 July 2020, CIMB will be moving towards a targeted assistance approach and provide relief options to customers who are most affected.</p> <p>We have the following relief options available to help vulnerable customers impacted by the pandemic:</p> <ul style="list-style-type: none"> • 3-month payment relief for customers with loss of employment (anytime from 1 January 2020 onwards); or • Reduction of monthly payments for those experiencing a decline in income. <p>Assistance is also available for affected customers who do not fall into the above categories, on a case by case basis.</p>
3	Who will be eligible for the targeted assistance?	Any customer who is impacted by the pandemic and is currently enrolled in the 6-month automatic moratorium.
4	Which loans/financing will be included for this programme?	<p>The CIMB Targeted Assistance Programme is available for the following products:</p> <ul style="list-style-type: none"> • Property Financing, • ASB financing, • Personal Financing (Xpress Cash Loan, Xpress Cash Financing-i, Cash Plus Loan & Cash Plus financing-i) and • Auto Financing.
5	Are loan/financing under progressive release entitled to this programme?	<p>Yes, if you are impacted and require assistance, please call our Contact Centre at 03 6204 7788 or email us at covidcare@cimb.com or visit our branches.</p> <p>We will register your interest and arrange for call back within 7 working days.</p>

6	When will the programme start?	It starts in October 2020, upon completion of the 6-month automatic moratorium programme.
7	Will I need to submit any documents?	<p>Yes, you will need to submit supporting documents as per below.</p> <p>For loss of employment, you may submit any of the following documents:</p> <ul style="list-style-type: none"> • Letter of retrenchment from employer • Latest EPF statement • Approval for Employment Insurance System (EIS) claim/ Evidence of EIS payment <p>For reduction in income for salaried individuals/self-employed individuals, you may submit either one of the following documents:</p> <ul style="list-style-type: none"> • Latest 3 months' payslip/business current account statement • Any other documentary evidence
8	How do I submit the document?	<p>You can submit your supporting documents by the following ways:</p> <ul style="list-style-type: none"> • At the branch at the point of requesting for payment assistance. • Via email to covidsupportdoc@cimb.com (please ensure your loan/financing account number written on the supporting documents)
9	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 inform us on which loan/financing you need assistance.
10	I am currently not enrolled in the 6-Month Automatic Moratorium Programme; will I still be eligible for targeted assistance?	If you are facing difficulties in servicing your monthly commitments, please reach out to us discuss payment assistance options as soon as possible.
11	What will happen at the end of CIMB 6-month Moratorium Programme if I do not take up the payment assistance?	If you do not take up the payment assistance, please resume payment of your monthly instalments from October 2020 onwards.

12	How much do I need to pay once the 6-month Moratorium Programme ends?	<p>We will send a notification to all customers who participated in the moratorium before it ends.</p> <p>In the interim, you may log on to CIMB Clicks to check on your monthly instalment amount for 1 October 2020.</p> <p>If you do not receive any notification by 30 September, please call our Contact Centre at 03 6204 7788 or email us at covidcare@cimb.com</p>
13	Am I better or worse off participating in CIMB Targeted Assistance Programme?	<p>We want you to make an informed decision. We have listed all the considerations in the Tables A-C.</p>

Table A: Property Financing and ASB Financing– Making an informed decision

Property Financing and ASB Financing	Targeted Assistance Programme	
	3-month payment relief for customers with loss of employment (anytime from 1 January 2020 onwards)	Reduction of monthly payments for those experiencing a reduction in income
Payments	No payments for the next 3 months from October until December 2020. You must resume payment of your monthly instalments in January 2021.	Reduction of monthly payments for the next 6 months from October 2020 until March 2021.
Interest / profit to be paid	Similar to your existing 6-month automatic moratorium (1 April 2020 to 30 September 2020), the interest/profit will be accrued for this period.	The total accrued interest/profit charged during the 6-month automatic moratorium (1 April 2020 to 30 September 2020) will be added to your principal balance. The reduced monthly payment to be paid in the next 6 months will first be applied to pay the interest/profit for the month, and then the principal balance. At the end of the 6 months, you will need to pay your monthly instalment in accordance with the notification letter which will be sent to you.
Tenure extension	Your loan/financing tenure will be increased by 3 months.	No further extension under this programme.
A higher final amount upon maturity	You may be required to pay a higher final amount at maturity.	There will be no higher final amount at maturity.
Impact to you if you were to participate in this programme.	<ul style="list-style-type: none"> ✓ In the short term, you gain some relief as you will not need to pay for 3 months. ✓ Your total interest/profit will increase as you participated in the programme. 	<p>In the short term, you gain some relief as you pay a reduced amount.</p> <p>You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ For the next 6 months, the reduced payment will be applied towards interest/profit, leaving a smaller amount to reduce your principal. ✓ If the principal balance is reduced according to schedule, interest/profit will be charged on the reduced principal balance on a monthly basis. ✓ If you take this up, the principal will be minimally reduced, meaning the interest/profit element for your loan/financing will be higher.

Table B: Personal Financing – Making an informed decision

Type of Personal Financing loan/ financing	Cash Plus Loan / Xpress Cash Loan (Conventional)		Cash Plus Financing / Xpress Cash Financing (Islamic)	
Programme Offer	3-month payment relief for customers with loss of employment (anytime from 1 January 2020 onwards)	Reduction of monthly payments for those experiencing a reduction in income	3-month payment relief for customers with loss of employment (anytime from 1 January 2020 onwards)	Reduction of monthly payments for those experiencing a reduction in income
Payments	No payment for the next 3 months from October until December 2020. You must resume payment of your monthly instalment in January 2021.	You will pay a lower installment as we will extend your loan tenure up to 10 years, effective from 1 October 2020.	No payment for the next 3 months from October until December 2020. You must resume payment of your monthly instalment in January 2021.	We will close the existing financing account and open a new financing account with lower installment amount. Financing tenure will be extended up to 10 years, effective from 1 October 2020. Note: A new <i>Aqad</i> (Contract) shall be performed over a call with us.
Interest / profit to be paid	Similar to your existing 6-month automatic moratorium (1 April 2020 to 30 September 2020), the interest will be accrued during this period.	The total accrued interest charged during the 6-month automatic moratorium (1 April 2020 to 30 September 2020) will be added to your principal balance. Your new principal balance will be a total of: 6-month accrued interest + Outstanding loan balance (as at 31 March 2020). Interest will then be charged based on the new principal balance.	Similar to your existing 6-month automatic moratorium (1 April 2020 to 30 September 2020), the profit will be accrued during this period.	The total accrued profit charged during the 6-month automatic moratorium (1 April 2020 to 30 September 2020) will be added to your principal balance. Your new principal balance will be a total of: 6-month accrued profit + Outstanding financing balance (as at 31 March 2020). Profit will then be charged based on the new principal balance.

Tenure	Your loan tenure will be increased.	Effective 1 October 2020, the loan tenure will be extended up to 10 years.	Your financing tenure will be increased.	Effective 1 October 2020, the financing tenure will be extended up to 10 years.
Impact to you if you were to participate in this programme.	<ul style="list-style-type: none"> ✓ Your loan tenure will be increased by 3 months. ✓ Your payment will resume in January 2021. 	<p>In the short term, you gain some relief as you pay a reduced amount.</p> <p>You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ Your interest for the last 6 months has accrued ✓ You are paying for a longer time 	<ul style="list-style-type: none"> ✓ Your financing tenure will be increased by 3 months. ✓ Your payment will resume in January 2021. 	<p>In the short term, you gain some relief as you pay a reduced amount.</p> <p>You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ Your profit for the last 6 months has accrued ✓ You are paying for a longer time.

Table C: Auto Financing – Making an informed decision

Type of Auto Financing	3-month payment relief for customers with loss of employment (anytime from 1 January 2020 onwards)	Reduction of monthly payments for those experiencing a reduction in income
Interest / profit ("Terms Charges") to be paid	<p>Similar to your existing 6-month automatic moratorium (1 April 2020 to 30 September 2020),</p> <ol style="list-style-type: none"> i. For Fixed Rate: No additional interest/profit will be charged. ii. For Variable Rate: Interest/Profit will continue to accrue from October until December 2020 and will be payable upon settlement of the Auto Financing account, where the amount will not exceed the total terms charges as stated in the hire purchase agreement. 	<p>The total accrued interest/profit charged during the 6-month moratorium (1 April 2020 to 30 September 2020) will be added to your principal balance as at 31 March 2020.</p> <p>Your new principal balance will be a total of: 6-month accrued interest/profit + Outstanding loan/financing balance (as at 31 March 2020).</p> <p>Interest/Profit will then be charged based on the new principal balance.</p>
Tenure	Your loan/financing tenure will be increased for another 3 months.	The loan/financing tenure will be increased as per your variation agreement.
Impact to you if you were to participate in this programme.	<ul style="list-style-type: none"> ✓ Your loan/financing tenure will be increased by 3 months. ✓ Your payment will commence in January 2021. 	<p>In the short term you get some relief as you pay a reduced amount.</p> <p>You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ Your interest/profit for the last 6 months has accrued. ✓ You are paying for a longer time.