

CIMB PAYMENT ASSISTANCE PROGRAMME JULY 2021 – For Auto Financing/ Hire Purchase/-i

15 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 are expanding our Payment Assistance Programme.</p> <p>We have the following relief options available to help our customers with Auto Financing/ Hire Purchase/-i:</p> <ul style="list-style-type: none"> • Option 1: 6-month moratorium (deferment of Instalments) with tenure extension of 6 months; • Option 2: 3-month moratorium (deferment of Instalments) with tenure extension of 3 months. <p>We encourage customers, who are facing financial difficulties in servicing their commitments, to reach out to us to select their preferred payment assistance option. You can be assured that any financial assistance taken will not impact 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"> • Make an online application through the eForm available on our Covid-19 support page www.cimb.com.my/covid19support for immediate approval and a hassle free experience. • Alternately, you may call our Contact Centre at 03 6204 7788 or visit any of our branches or email us at covidcare@cimb.com

4	What about other loans/financing, will it be included in this programme?	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
5	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>
6	If I choose to enroll in the 3-month moratorium (deferment of instalments), would I be able to get another 3 months once this expires?	<p>You may select the payment assistance of a 6-month moratorium, which is currently available.</p> <p>However, should you choose to stay enrolled in the 3-month moratorium (deferment of instalments), your options after 3 months would be:</p> <ul style="list-style-type: none"> • Select another round of a 3-month moratorium (deferment of instalments) provided the Payment Assistance Programme is still available then. • Contact us to discuss further assistance options.
7	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.
8	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 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. • Contact us to discuss further assistance options. Refer to Q3.

9	Does the programme apply to newly approved/newly disbursed Auto Financing?	<p>Yes, if you are impacted and require assistance, please submit your request by filling up an eForm on our website www.cimb.com/covid19support</p> <p>We will contact you within 5 calendar days (excluding Saturday, Sunday and Public Holiday) to arrange for the execution of the Variation Agreement.</p>
10	Do I need to submit documents to apply for this Programme?	No documents are required.
11	Will there be additional charges if I participate in this programme?	<p>This programme is designed to provide immediate relief to you, as we brace the pandemic. However, in the longer term, there are additional borrowing/financing costs which will apply as your loan/financing tenure will be extended.</p> <p>Please note:</p> <ul style="list-style-type: none"> • There will be additional interest/profit/terms charges that will be charged for participating in this Programme. • We will calculate the additional terms charges based on the contractual rate shown in the Hire Purchase Agreement and will contact/inform you on the additional terms charges. • To ensure there is no immediate financial burden on you, this will be part of your final instalment. • In the event of early settlement, this additional charge will be prorated. <p>To make an informed decision, refer to Table A to view the list of considerations before participating in this programme.</p>
12	What about the interest/profit/terms charges during the moratorium/deferment period?	Interest/profit/terms charges will still be charged during the moratorium/deferment period but it will not be compounded.

13	Do I need to sign any documents for this Programme?	<p>Yes, we will contact you within 5 calendar days (excluding Saturday, Sunday and Public Holiday) to arrange for the execution of the Variation Agreement.</p> <p>The revised terms will only be effective upon execution of the Variation Agreement and your account details updated by the Bank. You will need to sign the Variation Agreement with your guarantor (if any) which can be done electronically or physically at any of our Auto Finance Centres.</p>
14	Can I change my option after acceptance?	Kindly contact us at 03-2037 4818 for further assistance.
15	I have more than one loan/financing product with CIMB, will it be applicable for all loans/financing or just selected ones?	<p>We will require you to make separate submissions for each of the loan / financing accounts.</p> <p>For immediate approval and a hassle-free experience, submit your application online through the eForm available on our Covid-19 support page www.cimb.com.my/covid19support</p>
16	What about my auto fund transfer or standing instructions?	<p>If there are any standing instructions with CIMB or other banks, you will need to update your standing instructions accordingly with your respective Bank.</p> <p>If you have any auto fund transfer, it will be updated as per the option selected unless notified by the Bank.</p>
17	Am I better or worse off participating in this programme?	We want you to make an informed decision. We have listed all the considerations in Table A.
18	Am I allowed to revise my monthly payment should my financial circumstances improve?	<p>Yes, we would recommend you to contact us as soon as possible when your financial circumstances improve.</p> <p>You may call our Contact Centre at 03 6204 7788 or visit any of our branches or email us at covidcare@cimb.com</p> <p>Please be reminded that revising your monthly payment will help to reduce the overall cost of borrowing/financing.</p>

19	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).
20	What happens if I have a Life Insurance / Takaful coverage for my Auto Financing?	There will be no automatic extension to your Life Insurance / Takaful coverage. You may extend your coverage tenure to align with the extended tenure of the loan/financing by reaching out to your respective Insurance/Takaful coverage provider.

Table A: Auto Financing – Making an informed decision

Auto-Finance/ Hire Purchase/-i	6-month moratorium (deferment of Instalments)	3-month moratorium (deferment of Instalments)
Interest / profit (“Terms Charges”) to be paid	<p>For Conventional and Islamic Financing, the interest/profit/terms charges will still be charged during the 6-month deferment instalment period, but will not be compounded.</p> <p>At the end of the 6-months, you will need to pay your full monthly instalment in accordance with your current monthly instalment</p> <p>Monthly instalments paid will be allocated to clear the interest/profit/terms charges (inclusive of accrued if applicable) before being allocated to pay off the principal portion.</p> <p>There will be additional terms charges imposed, calculated based on the official contractual rate as stated in your Hire Purchase Agreement and payable in one lump sum together with your final instalment. In the event of early settlement, the additional charges will be prorated. The additional charges will be reflected in the Variation Agreement to be signed by you and your guarantor (if any).</p>	<p>For Conventional and Islamic Financing, the interest/profit/terms charges will still be charged during the 3-month deferment instalment period, but will not be compounded.</p> <p>At the end of the 3-months, you will need to pay your full monthly instalment in accordance with your current monthly instalment</p> <p>Monthly instalments paid will be allocated to clear the interest/profit/terms charges (inclusive of accrued if applicable) before being allocated to pay off the principal portion.</p> <p>There will be additional terms charges imposed, calculated based on the official contractual rate as stated in your Hire Purchase Agreement and payable in one lump sum together with your final instalment. In the event of early settlement, the additional charges will be prorated. The additional charges will be reflected in the Variation Agreement to be signed by you and your guarantor (if any).</p>
Unpaid monthly payments	<p>For Facility by CIMB Bank Berhad, all arrears and total accrued interest before commencement of the Deferment Period, if any, will be added into the outstanding principal amount of the Facility on commencement of the Deferment Period.</p> <p>For Facility by CIMB Islamic Bank Berhad, all arrears and total accrued profit before commencement of the Deferment Period, if any, will be carried forward and added into the total debt obligation of the Facility. However, the total accrued profit will not be added into the outstanding principal amount of the Facility and will not be compounded, except for miscellaneous and other charges.</p>	<p>For Facility by CIMB Bank Berhad, all arrears and total accrued interest before commencement of the Deferment Period, if any, will be added into the outstanding principal amount of the Facility on commencement of the Deferment Period.</p> <p>For Facility by CIMB Islamic Bank Berhad, all arrears and total accrued profit before commencement of the Deferment Period, if any, will be carried forward and added into the total debt obligation of the Facility. However, the total accrued profit will not be added into the outstanding principal amount of the Facility and will not be compounded, except for miscellaneous and other charges.</p>
Tenure	Your loan/financing tenure will be extended for 6 months.	Your loan/financing tenure will be extended for 3 months.
Impact to you if you were to participate in this programme.	<p>In the short term, you gain some relief, as you will not need to pay for 6-months.</p> <p>✓ Subsequently, you are required to pay monthly instalments in accordance with your current monthly instalments</p>	<p>In the short term, you gain some relief, as you will not need to pay for 3-months.</p> <p>✓ Subsequently, you are required to pay monthly instalments in accordance with your current monthly instalments</p>

	<ul style="list-style-type: none"> ✓ Your total interest / profit/terms charges will increase as you participated in the programme ✓ There will be a bullet payment at the end of the tenure. 	<ul style="list-style-type: none"> ✓ Your total interest / profit/terms charges will increase as you participated in the programme ✓ There will be a bullet payment at the end of the tenure.
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