

PAYMENT ASSISTANCE PROGRAMME – For Overdraft/Cashline-i

6 August 2021

No.	Question	Answer
1	How will CIMB help its customer?	<p>Following the announcement by the Government of Malaysia on 28 June 2021, we are expanding our payment assistance to cover individuals who are affected.</p> <p>For Overdraft/Cashline-i customers, the assistance is in the form of a 6-month moratorium (deferment period) which applies to the amount in excess of the Overdraft/Cashline-i approved limit as the excess amount is contractually due for repayment/ payment.</p> <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?	Individual Overdraft/Cashline-i customers with balances in excess not more than 90 days past due, i.e. not in arrears exceeding 90 days.
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"> • Call our Contact Centre at 03 6204 7788; or • Visit any of our branches; or • Email us at covidcare@cimb.com
4	When will this Programme start?	The relief will start in the month following your application/approval for the Programme.
5	I am currently enrolled in the Overdraft/Cashline-i Payment Assistance due to CIMB Covid-19 Automatic Moratorium Programme OR I currently am on a scheduled periodical limit reduction, can I participate in this Programme?	<p>Yes. However, please note that a loan/financing account can be enrolled to only one programme at any given time.</p> <p>If you are currently enrolled in the Overdraft /Cashline-i Payment Assistance due to CIMB Covid-19 Automatic Moratorium Programme (“earlier programme”), it will cease immediately once this Programme starts. This means that the remaining unpaid excess amount from the earlier programme</p>

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		<p>together with any excess amount and interest/profit accrued during this 6-Month moratorium (deferment period) will be payable as a lump-sum payment upon expiry of the 6-Month moratorium (deferment period).</p> <p>If your Overdraft/Cashline-i was previously scheduled with a periodical limit reduction, it will be deferred temporarily and shall resume one month after your 6-month moratorium (deferment period) ends based on the earlier periodical limit reduction cycle (monthly, quarterly, half-yearly or yearly).</p>
6	Do I need to submit any documents to apply for this Programme?	No documents are required.
7	Am I better or worse off participating in this Programme?	We want you to make an informed decision. Please refer to Table A.
8	I am unable to pay the excess and accrued interest/profit in one lump after the Programme ends, can this amount be reduced?	<p>We recommend you contact us as soon as possible to discuss payment options for the excess and accrued interest/profit due at the end of the programme.</p> <p>Alternatively, we may refer your loan/financing details to Agensi Kaunseling & Pengurusan Kredit (AKPK).</p>
9	Can I continue using my Overdraft/Cashline-i during this programme?	Yes, you may utilise your Overdraft/Cashline-i provided there is available limit.
10	What can I do to reduce my overall payment on the Overdraft/Cashline-i should my financial circumstances improve?	<p>We would recommend that you make payment into your Overdraft/Cashline-i account when your financial circumstances improve. This will help to reduce the outstanding balance which will reduce the interest /profit charged.</p> <p>You may do this anytime, even during 6-Month Moratorium (deferment period) and there is no need to inform us beforehand.</p>

Table A: Overdraft/Cashline-i – Making an informed decision

Programme Offer: 6-Month Moratorium (Deferment Period)	
Payment	<p>Payment for any amount in excess of your approved limit need not be made for the next 6-months.</p> <p>You must resume payment for the excess amount and accrued interest/profit after the 6-month moratorium (deferment period) is completed. This will help to avoid the outstanding balance accumulating, which will result in a further excess of your overdraft/cashline-i limit.</p>
Interest / Profit to be paid	<p>The interest/profit and overdue interest/profit (if applicable) will be charged as usual until the start of Programme.</p> <p>For Overdraft facility, during the 6-month moratorium (deferment period), interest will be calculated on your outstanding amount at the start of the Programme and it will be accrued. However, it will not be charged to your account and as such, it will not be compounded.</p> <p>For Cashline-i facility, during the 6-month moratorium (deferment period), profit will be calculated on your outstanding amount excluding total accrued profit amount (if any) at the start of the Programme and it will be accrued. However, it will not be charged to your account and as such, it will not be compounded.</p> <p>At the end of the 6-months, interest/profit and any excess amount will be payable as a lump-sum payment.</p>
Impact to you if you were to participate in this Programme	<p>In the short term, you will gain some relief, as you will not need to pay for 6 months.</p> <p>You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ The borrowing/ financing costs will be higher as the total interest/profit may increase. ✓ At the end of the Programme, you may be required to make a lump sum payment of the excess amount and accrued interest/profit.