

CIMB PAYMENT ASSISTANCE PROGRAMME - FOR INDIVIDUALS

23 APRIL 2021

No.	Question	Answer
1	Will the 6-month automatic moratorium programme be extended?	The 6-month automatic moratorium has ended on 30 September 2020 , however customers may call our Contact Centre at 03 6204 7788 or email us at covidcare@cimb.com or visit our branches for assistance.
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.
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.

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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 5 calendar days.</p>
6	Will I need to submit any documents?	<p>You may 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 <p>Any other documentary evidence</p>
7	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)
8	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 inform us on which loan/financing you need assistance.</p>

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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>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>Should you have any standing instructions, please contact the respective bank to update your standing instructions.</p>
10	Am I better or worse off participating in CIMB Targeted Assistance Programme?	We want you to make an informed decision. We have listed all the considerations in the Tables A-C.
11	Am I allowed to revise my monthly payment should my financial circumstances improve?	Yes, we would recommend you contact us as soon as possible when your financial circumstances improve. Revising your monthly payment will help to reduce the overall cost of borrowing/financing.
12	What happens if I have an Insurance / Takaful coverage for my Property / Auto / Personal / ASB Financing?	<p>The Insurance / Takaful coverage tenure for your Property / Auto / Personal / ASB Financing remains unchanged, irrespective of your participation in the various assistance programmes.</p> <p>The 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: Visit any of our CIMB branches or Mobile Sales Force – Retail & Enterprise Distribution Center (MSF RED); or</p> <p>Option 2: Call our Contact Center at 03-6204 7788</p> <p>Please reach out to your respective Insurance/Takaful coverage provider if you did not obtain it from CIMB.</p>
13	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.

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

Property Financing and ASB Financing	Programme Offer	
	3-month payment relief for customers with loss of employment	Reduction of monthly payments for those experiencing a reduction in income
Payments	<p>Instalments for the next 3-months are deferred. For example, if you apply in January 2021, then you need not make payment from February 2021 until April 2021.</p> <p>You must resume payment after the 3-month period is completed. Using the same example above, you must resume your instalments from May 2021 instalment onwards.</p>	<p>Reduction of monthly payments for 6-months. For example, if you apply in January 2021, then your instalments from February 2021 until July 2021 will be reduced.</p> <p>You must resume payment of your revised installment amount after the 6 months is completed. Using the same example above, your revised instalment amount must be made in August 2021 onwards.</p>
Interest / profit to be paid	<p>The interest/profit portion will be accrued during the 3-months deferment instalment period.</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. A notification letter will be sent to you in due course.</p>	<p>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.</p> <p>If the reduced monthly payment during these 6 months does not fully pay off interest/profit each month, the unpaid interest/profit will be accrued.</p> <p>At the end of the 6 months, you will need to pay your revised monthly payment until full settlement of your loan/financing account. A notification letter will be sent to you in due course.</p>
Unpaid monthly payments	<p>Unpaid monthly payments will be added to your loan/financing principal amount resulting in the principal amount being increased by the unpaid interest/profit quantum.</p> <p>For property loan/financing under progressive release, interest/profit will not be incorporated into your loan/financing principal amount and will be payable in the last payment of the facility.</p>	<p>Unpaid monthly payments will be added to your loan/financing principal amount resulting in the principal amount being increased by the unpaid interest/profit quantum.</p>
Tenure extension	No tenure extension. Your loan/financing tenure will remain the same.	No tenure extension. Your loan/financing tenure will remain the same.

<p>Impact to you if you were to participate in this programme.</p>	<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. ✓ Your loan/financing tenure remains the same, you may be required to pay a higher final amount at maturity. ✓ At the end of your loan/financing tenure, you may be required to make a lump sum payment. 	<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. ✓ At the end of your loan/financing tenure, you may be required to make a lump sum payment.
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Table B: Personal Financing – Making an informed decision

Personal 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	Reduction of monthly payments for those experiencing a reduction in income	3-month payment relief for customers with loss of employment
Payments	<p>Instalments for the next 3-months is deferred. For example, if you apply in January 2021, then you need not make payment from February 2021 until April 2021.</p> <p>You must resume payment of your instalments after you have completed the 3-month instalment deferment period (e.g. May 2021).</p>	<p>You will pay a lower installment as we will extend your loan tenure up to 10 years. For example, if you apply in January 2021, the effective date will be in February 2021.</p>	<p>Instalments for the next 3-months is deferred. For example, if you apply in January 2021, then you need not make payment from February 2021 until April 2021.</p> <p>You must resume payment of your instalments after you have completed the 3-month instalment deferment period (e.g. May 2021).</p>	<p>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. For example, if you apply in January 2021, the effective date will be in February 2021.</p> <p>Note: A new <i>Aqad</i> (Contract) shall be performed over a call with us.</p>
Interest / profit to be paid	<p>The interest portion will be accrued during the 3-months deferment monthly payments period.</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. A notification letter will be sent to you in due course.</p>	<p>The total accrued interest charged and/or unpaid monthly payments will be added to your principal balance.</p> <p>Your new principal balance will be a total of: Total accrued interest charged + Current Outstanding loan balance</p> <p>Interest will then be charged based on the new principal balance.</p>	<p>The profit portion will be accrued during the 3-month deferment period. However, NO additional profit will be charged during this period.</p> <p>At the end of the 3-months, you will need to pay your full monthly instalment in accordance to your current monthly installment. A notification letter will be sent to you in due course.</p>	<p>Profit will be charged based on the new principal balance.</p>

Tenure	<p>No tenure extension. Your loan/financing tenure will remain the same.</p> <p>There may be a bullet payment at the end of the tenure.</p>	The loan/financing tenure will be extended up to 10 years.	Your financing tenure will be increased.	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"> ✓ In the short term, you gain some relief as you will not need to pay for 3-months. ✓ Your total interest will increase as you participated in the programme. 	<p>In the short term, you gain some relief as you pay a reduced amount. You pay more in the longer term due to the following reasons:</p> <ul style="list-style-type: none"> ✓ Unpaid monthly payments will be added to your loan principal amount resulting in the principal amount being increased by the unpaid interest quantum and extended tenure. ✓ You are paying for a longer time. 	<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 financing tenure will be increased. 	<p>In the short term, you gain some relief as you pay a reduced amount.</p> <p>You pay more in the longer term as you are paying for a longer time</p>

Table C: Auto Financing – Making an informed decision

Auto Financing	Programme Offer	
	3-month payment relief for customers with loss of employment	Reduction of monthly payments for those experiencing a reduction in income
Interest / profit (“Terms Charges”) to be paid	<ul 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 during the 3-months deferment of monthly payments period 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>We will close the existing financing account and open a new financing account with lower installment amount. Financing tenure will be extended up to 12 years. For example, if you apply in January 2021, the effective date will be in February 2021.</p> <p>Interest/Profit will then be charged based on the new principal balance.</p> <p>Note: Variation agreement is required to be signed and executed.</p>
Tenure	Your loan/financing tenure will be increased.	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. ✓ In the short term, you gain some relief as you will not need to pay for 3-months. 	<ul style="list-style-type: none"> ✓ In the short term, you gain some relief as you pay a reduced amount. ✓ You pay more in the longer term-as you are paying for a longer time.