

CIMB TARGETED PAYMENT ASSISTANCE PROGRAMME - FOR INDIVIDUALS

8 JUNE 2021

No.	Question	Answer
1	How will CIMB help its customers?	<p>Following the announcement by the Government of Malaysia on 31 May 2021, we are expanding our targeted payment assistance to cover individuals who are affected.</p> <p>We have the following relief options available to help our customers:</p> <ul style="list-style-type: none"> • 3-month payment relief; or • 50% reduction of monthly payments for 6 months; or • Reduction of monthly payments. <p>We encourage customers, who are facing financial difficulties in servicing their commitments, to reach out to us. 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>No. Please reach out to us if you wish to participate in this programme, by:</p> <ul style="list-style-type: none"> • Visiting any CIMB branch, or • Calling our Contact Centre at 03 6204 7788
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	When will this Programme start?	Selection of the options under the Programme can be made from 1 June 2021 until 31 December 2021.

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6	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>
7	Do I need to submit documents to apply for this Programme?	No.
8	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.
9	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>
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>There 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>
No.	Question	Answer
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	Reduction of monthly payments including 50% reduction of monthly payments
Payments	<p>Instalments for the next 3-months are deferred. For example, if you apply in June 2021, then you need not make payment from July 2021 until September 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 October 2021 instalment onwards.</p>	<p>Reduction of monthly payments for 6-months. For example, if you apply in June 2021, then your instalments from July 2021 until December 2021 will be reduced.</p> <p>You must resume payment of your full or revised installment amount after the 6 months is completed. Using the same example above, your revised instalment amount must be made in January 2022 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 full or 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	<p>No tenure extension. Your loan/financing tenure will remain the same.</p>	<p>No tenure extension. Your loan/financing tenure will remain the same.</p>

<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	50% reduction of instalments for 6 months	Reduction of monthly payments	3-month payment relief	50% reduction of instalments for 6 months
Payments	<p>Instalments for the next 3-months is deferred. For example, if you apply in June 2021, then you need not make payment from July 2021 until September 2021.</p> <p>You must resume payment of your instalments after you have completed the 3-month instalment deferment period (e.g. October 2021).</p>	<p>50% reduction of instalments for 6-months for example, from July 2021 until December 2021.</p> <p>You must resume payment of the full instalment after you have completed the programme (e.g. January 2022).</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 June 2021, the effective date will be in July 2021.</p>	<p>Instalments for the next 3-months is deferred. For example, if you apply in June 2021, then you need not make payment from July 2021 until September 2021.</p> <p>You must resume payment of your instalments after you have completed the 3-month instalment deferment period (e.g. October 2021).</p>	<p>50% reduction of instalments for 6-months for example, from July 2021 until December 2021.</p> <p>You must resume full instalments after you have completed the programme (e.g. January 2022).</p>	<p>We will close the existing financing account and open a new financing account with lower installment amounts. Financing tenure will be extended up to 10 years. For example, if you apply in June 2021, the effective date will be in July 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 reduced monthly payment to be paid during the 6-months payment reduction period will first be applied to pay the interest for the month, and then the principal balance.</p> <p>At the end of the 6-months, you will need to pay your full instalment amount. 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 instalment. A notification letter will be sent to you in due course.</p>	<p>The reduced monthly payment to be paid during the 6-months payment reduction period will first be applied to pay the profit for the month, and then the principal balance.</p> <p>At the end of the 6-months, you will need to pay your full monthly payment in accordance to your current monthly instalment. A notification letter will be sent to you in due course.</p>	Profit will be charged based on the new principal balance.
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>	<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 extended.	Your financing tenure will be extended.	The financing tenure will be extended up to 10 years.

<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 will increase as you participated in the programme. 	<ul style="list-style-type: none"> ✓ In the short term, you gain some relief as you pay a reduced amount. ✓ For the next 6 months, the reduced payment will be applied towards interest, leaving a smaller amount to reduce your principal ✓ If the principal balance is reduced according to schedule, interest 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 element for your loan will be higher. 	<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 extended. 	<ul style="list-style-type: none"> ✓ In the short term, you gain some relief as you pay a reduced amount. ✓ For the next 6 months, the reduced payment will be applied towards profit, leaving a smaller amount to reduce your principal and you are paying over a longer time. ✓ Your financing tenure will be extended 	<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>
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Table C: Auto Financing – Making an informed decision

Auto Financing	Programme Offer		
	3-month payment relief	50% reduction of instalments for 6 months	Reduction of monthly payments
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. 	<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 6-month payment reduction period. It will be payable upon settlement of the Auto Financing account, where the amount will not exceed the total term charges as stated in the hire purchase agreement. <p>At the end of the 6-months, you will need to pay your full monthly payment in accordance to your current monthly instalment. A notification letter will be sent to you in due course.</p>	<p>We will close the existing financing account and open a new financing account with a lower installment amount. Financing tenure will be extended up to 12 years. For example, if you apply in June 2021, the effective date will be in July 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 by you and your guarantor (if any).</p>
Tenure	<ul style="list-style-type: none"> i. For Fixed Rate, your maturity date will be extended for another 3 months ii. For Variable rate, your loan/financing tenure will be extended for another 3-months. 	<ul style="list-style-type: none"> i. For Fixed Rate, your maturity date will be extended for another 3 months ii. For Variable rate, your loan/financing tenure will be extended 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 and/or maturity date will be extended by 3-months. ✓ In the short term, you gain some relief as you will not need to pay for 3-months 	<p>In the short term you get some relief as you pay a reduced amount.</p> <ul style="list-style-type: none"> ✓ Your loan/financing tenure and/or maturity date will be extended by 3-months. ✓ Your full payment will resume after completing the 6-month payment reduction period 	<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.

