

## FINANCIAL MANAGEMENT AND RESILIENCE PROGRAMME (URUS)

### Frequently Asked Questions (FAQs)

More detailed FAQs on URUS, including application details, will be shared nearer to the application opening date of 15 November 2021

No	Questions	Answers
<b>General</b>		
1.	What is URUS?	<ul style="list-style-type: none"> <li>• URUS is a holistic assistance package to assist vulnerable borrowers/customers impacted by COVID-19, who continue to experience cash flow difficulties.</li> <li>• It offers repayment assistance and development support, comprising personalised financial plans, financial education programmes, and avenues to supplement incomes and obtain other development support via referrals to the Social Synergy Network.</li> </ul>
2.	Who is eligible for support under URUS?	<p>B50 customers who meet <b>all</b> of the following criteria are eligible to apply for URUS:</p> <ul style="list-style-type: none"> <li>• Already under an existing repayment assistance programme (e.g. Targeted Repayment Assistance, PEMERKASA Plus, PEMULIH, bank's own rescheduling and restructuring, etc.) as at 30 September 2021; and</li> <li>• Have a household income of up to RM5,880<sup>1</sup>; and</li> <li>• Whose loan/financing is still performing (not in arrears exceeding 90 days) as at the date of their application; and</li> <li>• Experiencing loss of employment or at least a 50% reduction in income.</li> </ul> <p>Note: Your bank may request for basic documentation to verify your eligibility.</p>
3.	What assistance can I get under URUS?	<ul style="list-style-type: none"> <li>• You will receive a personalised financial plan that sets out a monthly debt repayment amount and schedule for a period of up to 24 months. The plan will take into account all your existing debt obligations and the amount of income you can currently afford to set aside to repay your debt, after providing for living expenses. The personalised financial plan will include: <ul style="list-style-type: none"> <li>○ an interest/profit waiver for a period of 3 months;</li> </ul> </li> </ul>

<sup>1</sup> Based on household income data from the Department of Statistics Malaysia's Household Income and Basic Amenities Survey Report 2019

No	Questions	Answers
		<ul style="list-style-type: none"> <li>○ deferred payments and other options including reduced instalments to help manage overall debt burden in line with your affordability; and</li> <li>○ development, education and advisory support to help you manage your finances and become more financially resilient.</li> <li>● As an added convenience, customers with borrowings/financing from multiple banks will only need to apply to one of their banks, after which AKPK will help consolidate the details of their borrowings/financing across banks and develop a holistic and viable repayment assistance plan for the customer.</li> </ul>
4.	Can I just get the 3 months interest/profit waiver without the personalised financial plan?	<ul style="list-style-type: none"> <li>● You will benefit from a free personalised financial plan as part of the assistance package under URUS. This also applies if you opt for the 3 months interest/profit waiver only.</li> </ul>
5.	Can I still continue to access my credit line with the bank if I opt in for URUS?	<ul style="list-style-type: none"> <li>● Yes, you may continue to access any unutilised credit.</li> </ul>
<b>Application</b>		
6.	When can I apply for URUS?	<ul style="list-style-type: none"> <li>● The application for URUS is open from 15 November 2021 to 31 January 2022.</li> </ul>
7.	How do I apply for URUS?	<ul style="list-style-type: none"> <li>● You should apply for URUS directly with any one of your banks. More application details will be shared nearer to 15 November 2021.</li> </ul>
8.	What documents are needed to apply for URUS?	<ul style="list-style-type: none"> <li>● You will only be required to provide some basic documentation to verify your current income or employment status (income reduction of at least 50% and unemployment status). More application details will be shared nearer to 15 November 2021.</li> </ul>
9.	What happens to my application once I have submitted my application, and how can I get confirmation on my URUS application?	<ul style="list-style-type: none"> <li>● The banks will verify your eligibility and submit your application to AKPK to produce your personalised financial plan. AKPK will inform you on the status of your application accordingly.</li> <li>● More application details will be shared nearer to 15 November 2021.</li> </ul>
10.	Will my credit record (CCRIS) be affected if I receive assistance under URUS?	<ul style="list-style-type: none"> <li>● Loan/financing accounts under URUS will be identified in your Central Credit Reference Information System (CCRIS) credit report. This will facilitate follow-up and monitoring by AKPK and the banks in order to provide</li> </ul>

No	Questions	Answers
		<p>any further support that you may require during the programme.</p> <ul style="list-style-type: none"> <li>The identification will be removed once you exit the scheme, which can last between 6 months to 24 months from the date of enrolment into URUS. This minimum of 6 months corresponds with the period required to complete the financial education programmes under AKPK that are aimed to improve the financial resilience of borrowers.</li> </ul>
11.	Will I be able to apply for new loans/financing if I enrol into URUS?	<ul style="list-style-type: none"> <li>You may. Note that any application of a new loan/financing will be subject to the usual credit evaluation and assessment process by banks.</li> </ul>
<b>Development Support</b>		
12.	How does the AKPK personalised financial plan work?	<p>Refer to answer in Question 3.</p> <p>In addition, borrowers/customers will have access at any time to AKPK Financial Advisors to review their personalised financial plan or seek advice on financial management issues. AKPK Financial Advisors will also help borrowers/customers deal with their banks on matters relating to their loan/financing repayments under URUS.</p>
13.	What will I get from AKPK's financial education programmes?	<p>You will be provided with a free dedicated learning channel to enhance your financial management knowledge and skills on key areas such as:</p> <ul style="list-style-type: none"> <li>Goal setting</li> <li>Cash flow management</li> <li>Borrowing/financing basics</li> <li>Managing debt</li> <li>Wealth management</li> </ul>
14.	What is the Social Synergy Network?	<ul style="list-style-type: none"> <li>The Social Synergy Network is a collaborative effort between various agencies which provides development benefits.</li> <li>This network enables you to obtain assistance via referrals to relevant agencies depending on the individual's requirements, including avenues for income supplementation and other development support.</li> <li>Among others, referrals to relevant agencies are for the purpose of providing employment opportunities, financial aids and benefits; digital training and business platform; business funding/financing; upskill</li> </ul>

No	Questions	Answers
		<p>and reskill training, and also emotional advisory support.</p> <ul style="list-style-type: none"> <li>• Some of the agencies under the network include PERKESO, MDEC, TEKUN, GIATMARA, etc.</li> </ul>
15.	Can I apply for the repayment relief only and opt out of the development support programmes under URUS?	You will receive development support programmes which are tied to the assistance package under URUS. You are encouraged to complete and benefit from the development support programmes under URUS, aimed at enhancing your long-term financial resilience. URUS is a holistic assistance package that combines both repayment relief and development support.
<b>Further assistance</b>		
16.	I am not eligible for URUS but require further repayment assistance. What should I do?	<ul style="list-style-type: none"> <li>• If you need further repayment assistance but are not eligible for URUS, you can still obtain assistance from your bank. You should contact your bank to discuss repayment options that would suit your financial needs and circumstances.</li> <li>• Alternatively, you may contact AKPK for advisory and assistance under various AKPK programmes, available for both households and SMEs, i.e.: <ul style="list-style-type: none"> <li>○ Debt Management Programme (DMP)</li> <li>○ Small Debt Resolution Scheme (SDRS)</li> <li>○ Financial Resilience Support Scheme (FIRST)</li> </ul> </li> </ul>
17.	What is Financial Resilience Support Scheme (FIRST)?	<ul style="list-style-type: none"> <li>• FIRST is an assistance scheme by AKPK that includes features such as reduced instalments, extended financing tenures and financial resilience support programmes. It complements the existing restructuring schemes by the banks.</li> <li>• Borrowers/customers that require further repayment assistance should contact their banks to discuss repayment options that would suit their financial needs and circumstances.</li> </ul>
18.	Who can I contact for further information on URUS?	You may contact any one of your banks, nearer to the application opening date of 15 November 2021 for further information on URUS. Relevant information will be made available on all main communication channels in due course, including the banks' websites, social media, branches and telephone hotlines.

The Association of Banks in Malaysia (ABM)

Association of Islamic Banking and Financial Institutions Malaysia (AIBIM)

Association of Development Finance Institutions of Malaysia (ADFIM)

Agensi Kaunseling dan Pengurusan Kredit (AKPK)

Issued on 14 October 2021