

REFUND PAYMENT FOR ISLAMIC FINANCING PRODUCTS UNDER CIMB TARGETED ASSISTANCE PROGRAMME (CTAP).

FOR INDIVIDUALS

2 July 2021

No.	Question	Answer
1	I received a Notification Letter from the bank in regards to a refund payment, what do I need to do?	There is no action required from you. We would like to give you 21 days' notice to inform you that the bank would be making a refund payment to the facility accounts of eligible customers who have participated in the CIMB Targeted Assistance Programme.
2	Why is the bank refunding me?	<p>The refund payment is a result of a revision to the Terms and Conditions (T&C) listed below whereby the calculation of profit would exclude any additional profit charged on the accrued profit during the 6-month moratorium period from March 2020 until September 2020 ("the 6-month period").</p> <ul style="list-style-type: none"> i. Terms & Conditions for CIMB Targeted Assistance Programme for Property Financing and ASB Financing. ii. Terms & Conditions for CIMB Targeted Assistance Programme for Auto Financing.
3	Who is eligible for this?	This refund is eligible to customers who applied and accepted CTAP between 1 October 2020 to 30 June 2021.
4	Which financing will be included for this refund?	<p>This refund is available for the following Islamic products:</p> <ul style="list-style-type: none"> • Property Financing (Opted for 3-month Payment Relief/Reduction of Monthly Payment); • ASB Financing (Opted for 3-month Payment Relief/Reduction of Monthly Payment); • Auto Financing (Opted for Reduction of Monthly Payment) <p><i>Note: For those who opted for 3-month Payment Relief, the refund will only be applicable if additional profit were charged on the accrued profit during the 6-month period.</i></p>

5	How will I be refunded?	It will be credited into your respective financing account. This will help to reduce your current principal outstanding and reduce any additional profit (if any) being charged to your account arising from the 6-month period. It may potentially reduce future profit and/or payment obligation for the financing account as compared to the previous T&C. Refer to Question 2.
6	How much refund payment will I receive and how is it calculated?	<p>The refund amount is calculated based on expected profit to be charged on the amount of accrued profit accumulated during the 6-month period, which was added to your financing account when you participated in CTAP.</p> <p>This is a one-off exercise and the bank's calculation on the refund amount shall be final.</p>
7	When will I receive the refund payment?	The refund will be on a staggered basis as per our Notification Letter to you.
8	Where can I see the transaction payment of the Refund?	You will be able to see the transaction/amount of the refund payment in your 2021 Year End Statement.
9	What if I have fully paid off my financing and my financing account is closed before the refund payment?	<p>The refund payment will be credit into your active Current/Savings Account with CIMB.</p> <p>If you do not hold Current/Savings Account with CIMB, we will reach out to you to obtain the relevant information for refund payment purposes.</p>
10	Will there be any changes to my monthly instalment amount/ tenure due to this refund payment?	No. Your monthly instalment amount and financing tenure remains unchanged and the letter has to be read together with the CTAP T&Cs accordingly.
11	How can I find out more about this refund payment exercise?	More information is available on our Covid-19 support page. Alternately you may call our Contact Centre at 03 6204 7788.