

## Standard Chartered Supportive Measures

The Covid-19 pandemic has, no doubt, impacted certain individuals and businesses in Brunei. As such, Standard Chartered is introducing the following relief measures for our clients who seek financial assistance, due to the impact of the virus outbreak.

The following relief measures have been put in place.

| <b>Funds Transfers (From 1 April until 30 September 2020)</b>   |   |
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| <b>RTGS and ACH charges</b>   | Waived when performing funds transfers online and over the counter for all individual, business and global banking clients.   |
| <b>Credit Cards (From 1 April until 30 December 2020)</b>   |   |
| <b>Card Term Loan</b>   | <ul style="list-style-type: none"> <li>You can apply to convert your credit card outstanding balance into a term loan with a maximum tenor of up to 3 years.</li> <li>Applicable for self-employed clients or private sector employees.</li> <li>Assessment terms and conditions will apply.</li> </ul> |
| <b>Personal Loan (From 1 April until 30 December 2020)</b>  |   |
| <b>Principal Moratorium or deferment</b>  | <ul style="list-style-type: none"> <li>You can apply for a Principal Moratorium for a period of up to 12 months.</li> <li>You will only need to service the interest on your loan as your monthly repayment.</li> <li>The principal repayment is postponed/deferred during this period.</li> </ul>      |
| <b>Loan Restructuring</b>   | <ul style="list-style-type: none"> <li>You can apply to have your existing loan tenor extended for up to 10 years. This will automatically reduce the monthly instalment of your loan.</li> <li>Assessment terms and conditions will apply.</li> </ul>  |
| <b>Home Loan (From 1 April until 30 December 2020)</b>  |   |
| <b>Principal Moratorium or deferment</b>  | <ul style="list-style-type: none"> <li>You can apply for a Principal Moratorium for a period of up to 12 months.</li> <li>You will only need to service the interest on your loan as your monthly repayment.</li> <li>The principal repayment is postponed/deferred during this period.</li> </ul>      |
| <b>Business Loans – Business Instalment Loan, Property Term Loans (From 1 April until 30 December 2020)</b> |   |
| <b>Principal Moratorium or deferment</b>  | <ul style="list-style-type: none"> <li>You can apply for a Principal Moratorium for a period of up to 12 months.</li> <li>You will only need to service the interest on your loan as your monthly repayment. The principal repayment is postponed/deferred during this period.</li> </ul>               |

## General FAQs

1. [I am facing financial difficulty due to the Covid-19 pandemic, how can the Bank help me?](#)

The Bank offers different relief measures depending on the type of facility you currently have. Please refer to the relevant sections above for the respective relief options.

2. [Who are eligible for relief plans?](#)

All individuals and businesses impacted by the Covid-19 pandemic which may adversely affect their commitments with the Bank may apply for relief, except for clients with more than 90 days/3 months in arrears.

Certain facility relief plans may be limited to selected industry sectors.

The eligibility of the relief measure for each applicant is subject to the Bank's internal credit and/or other assessment, which shall be final and conclusive.

3. [When can I request for relief?](#)

Requests will be accepted starting from 1 April 2020 until 30 December 2020.

4. [How do I request for relief?](#)

Please complete the Relief Request Form, which can be found [here](#).

Send the completed form to [scb.brunei@sc.com](mailto:scb.brunei@sc.com) and one of our representatives will reach out to you. Please ensure that your email address and phone number is updated with the Bank.

5. [Do I need to provide any additional documents \(e.g. payslip, employment letter\)?](#)

The Bank may seek additional document(s) from you after receipt of the completed Relief Request Form. Failure to provide any additional document(s) may result in your application being treated as incomplete and hence, rejected.

6. [Are there any administrative/processing fees in requesting for relief?](#)

No, there will be no charges in requesting for relief nor will there be any charges upon approval of your relief.

7. [Can I apply for new additional facilities while on the relief programme?](#)

You may apply subject to the Bank's review and approval.

8. [Can I apply the relief plans for multiple products?](#)

You may apply for relief for multiple products offered subject to the Bank's review and approval.

9. [Will there be any impact to my Credit Bureau rating under the relief programme?](#)

There will be no impact to your Credit Bureau rating provided you are able to meet all repayment requirements according to the relief payment plan agreed on.

10. [What if I am still facing difficulty during the relief plan?](#)

It is important that you understand your repayment capabilities and should voice any concerns before committing to an approved relief plan, otherwise your Credit Bureau rating may be impacted.

## FAQs around Credit Cards

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| 1. I cannot service the full payment Standing Instruction (SI) on my Credit Card. What can I do?             | If the current payment instruction of your card is set at Full Payment, you may want to consider changing it Minimum Payment to lighten your monthly burden. You can make the changes by calling our Client Care Centre at 265 8000.   |
| 2. I cannot service the minimum payment Standing Instruction (SI) on my Credit Card. What can I do?          | If you are self-employed or working in the private sector, you can request for the conversion of your outstanding balance into a term loan of tenor up to 3 years (Card Loan).   |
| 3. How much will I have to pay monthly for my Card Loan?   | The monthly repayment will depend on the outstanding balance converted over your preferred tenor of <b>6, 12, 24</b> or <b>36</b> months and charged with an interest rate stipulated by the Bank.   |
| 4. How will I pay for my Card Loan monthly instalments?  | It will be the same as your existing cards – same due date and same method of payment.<br><br>For direct debit payments, you must ensure there are sufficient funds in your account.<br><br>If you do not have an account, you must ensure to deposit the monthly instalment on the due date to avoid any late payments charges and negative impact to your credit rating. |
| 5. I have multiple Credit Cards with different limits. Can I apply for relief for only one of them?          | Yes, you are not required to apply the relief plan for all your different Credit Card limits; only for the one you need.<br><br>Alternatively, you may also consolidate all your balances from different cards into one Card Loan for ease of repayments.  |
| 6. After my outstanding balance is converted into a Card Loan, will my existing cards be cancelled?          | No, they will not be cancelled.  |
| 7. After my outstanding balance is converted into a Card Loan, can I still use my card?                      | The outstanding balance converted to your Card Loan will still be part of your existing limit.<br><br>You may use your card as long as there is still available limit on your card. Any repayment to your Card Loan monthly outstanding in your statement will contribute to your available limit for your usage.  |
| 8. Will my monthly Standing Instruction (SI) on my card be cancelled once I have converted into a Card Loan? | No, your SI will not be cancelled unless you specifically instruct the Bank to cancel it.  |
| 9. Do I need to provide updated income documents?  | The request will be subject to the Bank's review and approval. You will be informed if supporting income documents are required.   |
| 10. Aside from the above, are there any other relief waivers for us?   | Processing fees for card loan conversions will be waived. All other charges will be applicable as per normal.  |
| 11. Can I increase my Credit Card limit during the relief period?  | You may apply subject to the Bank's review and approval.   |
| 12. If I finish my Card Loan plan, can I request for an extension of the relief?                             | This is a one-time relief granted for each card client. Further extensions of relief will not be allowed.  |

## FAQs around Personal Loans

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| 1. I cannot service the monthly instalments for my Personal Loan. What can I do?              | The Bank can offer you two options: <ul style="list-style-type: none"> <li>I. Loan Restructuring – where your loan tenor is extended to 10 years</li> <li>II. Principal Moratorium – where you only service monthly interest on your loan for up to 12 months.</li> </ul> |
| 2. Does it apply to all sub-products of Personal Loan?  | Yes, you may request for relief to any type of Personal Loan (General Instalment Loan / Home Improvement Loan / Education Loan / Consolidation Loan).   |
| 3. If I have more than one Personal Loan, can I only request for relief for only one of them? | Yes, you are not required to apply the relief plan for all your existing loans; only for the loan you have requested.   |
| 4. Can I repay my loan in full during the relief period?                                      | Yes, you can fully repay your Personal Loan under relief. Normal early settlement fees will apply. Partial prepayment is not available to Personal Loans.   |
| 5. Aside from the below options, are there any other relief waivers for us?                   | Processing fees will be waived. All other charges will be applicable as per normal.   |

| Loan Restructuring   |   |
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| 6. How does Loan Restructuring work?   | The tenor of your existing loan can be extended up to 10 years. This will automatically <b>reduce the monthly instalment</b> of your loan.  |
| 7. What will the interest rate be?   | The restructured loan will be maintained at the same interest rate of your existing loan.   |
| 8. Do I need to provide updated income documents?  | The request will be subject to the Bank's review and approval. You will be informed if supporting income documents are required.  |
| 9. Can I change the tenor again after restructuring?   | No, this is a one-time relief granted for each loan. Further restructuring will not be allowed.   |
| 10. If I am still unable to service the lowered monthly instalment, what will happen?          | Your loan will be charged with late interest and fees in the event of failed payments and your credit bureau rating will be impacted.<br><br>It is important that you understand your repayment capabilities and you should voice any concerns before committing to a relief plan.  |
| 11. What will happen to my existing insurance coverage for my Personal Loan under this relief? | As your loan maturity has been extended, you are required to ensure that your existing insurance policy is extended to cover your loan until the new maturity date. Your relief plan will not be in effect until the Bank has sighted the renewed policy coverage. You may liaise directly with the insurer or you may instruct the Bank to arrange for you on your behalf. |

| <b>Principal Moratorium / Interest – Only</b>   |  |
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| 12. How does Principal Moratorium work?   | For a period of up to 12 months, you need to only service interest on your loan as your monthly repayment. The principal repayment is postponed/deferred during this period.<br><br>After your Principal Moratorium period ends, the Bank will re-amortise your loan outstanding over your remaining tenor.  |
| 13. Does that mean that my monthly instalment will increase after the interest-only period?                                       | Not necessarily. You can arrange with the Bank to either: <ul style="list-style-type: none"> <li>i. Maintain your monthly instalment amount to be the same as per your previous arrangement, which means that your loan maturity will be extended by the same period of your interest-only tenor.</li> <li>ii. Maintain your maturity date to the original date, which means that your monthly instalment after the interest-only period will increase.</li> </ul> |
| 14. Can I pay principal-only instead of interest-only?  | The Bank is unable to extend this option at this point.  |
| 15. Can I request for a payment holiday? That is, no payment at all?  | The Bank is unable to extend this option at this point.  |
| 16. Do I need to provide updated income documents?  | The request will be subject to the Bank's review and approval. The Bank will contact you for any necessary clarifications, if any.   |
| 17. Can I revoke my interest-only relief plan after 1 month and go back to my original monthly instalment?                        | Once the Principal Moratorium relief plan has been approved for your requested tenor, you are required to service the plan until completion.   |
| 18. If I finish my interest-only plan, and require an extension of the relief, what should I do?                                  | No, this is a one-time relief granted for each loan. The Bank does not provide application for further extensions of relief.   |
| 19. What will happen to my existing insurance coverage for my Personal Loan under this relief?                                    | If your loan maturity has been extended, you are required to ensure that your existing insurance policy is extended to cover your loan until the new maturity date. Your relief plan will not be in effect until the Bank has sighted the renewed policy coverage. You may liaise directly with the insurer or you may instruct the Bank to arrange for you on your behalf.  |
| 20. In view that there is no principal payment during the 12 months moratorium period, will my account be triggered as defaulted? | The default will not be triggered during the moratorium period if you continue to service the interest. If you fail to service the monthly interest, late interest charges will apply, and your credit rating will be impacted.  |

## FAQs around Home Loans

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| 1. I cannot service the monthly instalments for my Mortgage Loan. What can I do?   | The Bank can offer Principal Moratorium, where you only service monthly interest on your loan for up to 12 months.  |
| 2. How does Principal Moratorium (interest-only) work?   | For a period of up to 12 months, you need to <b>only service interest</b> on your loan as your monthly repayment. The principal repayment is postponed/deferred during this period.<br><br>After your Principal Moratorium period ends, the Bank will re-amortise your loan outstanding over your remaining tenor.  |
| 3. Does that mean that my monthly instalment will increase after the interest-only period?   | Not necessarily. You can arrange with the Bank to either: <ul style="list-style-type: none"> <li>i. maintain your monthly instalment amount to be the same as per your previous arrangement, which means that your loan maturity date will be extended by the same period of your interest-only tenor.</li> <li>ii. Maintain your maturity date to the original date, which means that your monthly instalment after the interest-only period will increase.</li> </ul> |
| 4. Can I pay principal-only instead of interest-only?  | The Bank is unable to extend this option at this point.   |
| 5. Can I request for a payment holiday? That is, no payment at all?  | The Bank is unable to extend this option at this point.   |
| 6. Can I revoke my interest-only relief plan after 1 month and go back to my original monthly instalment?                          | Once the Principal Moratorium relief plan has been approved for your requested tenor, you are required to service the plan until completion.  |
| 7. If I finish my interest-only plan, and require an extension of the relief, what should I do?                                    | No, this is a one-time relief granted for each loan. The Bank does not provide application for further extensions of relief.  |
| 8. Does it apply to only Home Loans or does it also apply to my Home Equity Loan   | Yes, this relief plan will be applicable to all variations of Mortgage Loan at the Bank.  |
| 9. If I have more than one Mortgage Loan, can I only request for relief for all of them?   | Yes, you may choose one or all your loans to be under this relief plan.   |
| 10. Can I repay my loan in full during the relief period?  | Yes, you can fully repay your Mortgage Loan during the relief period. Normal early settlement fees will apply. Partial prepayment is not an available option during the relief period.  |
| 11. Aside from the above options, are there any other relief waivers for us?   | Processing fees will be waived. All other charges will be applicable as per normal.   |
| 12. In view that there is no principal payment during the 12 months moratorium period, will my account be triggered as defaulting? | The default rate will not be triggered during the moratorium period if you continue to service the interest. If you fail to service the monthly interest, late interest charges will apply, and your credit rating will be impacted.  |
| 13. What will happen to my existing MRTA under this relief?  | As your loan maturity has been extended, you may want to ensure that your existing MRTA is extended to cover your loan until the new maturity date. As MRTA is not a requirement of the Bank, your relief plan will be in effect immediately upon approval and will not be impacted by your decision to extend or maintain your MRTA.   |

## FAQs around Business Loans

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| <p>1. I cannot service the monthly instalments for my Business Loans (Business Instalment Loan / Property Term Loan). What can I do?</p>      | <p>The Bank can offer Principal Moratorium, where you only service monthly interest on your loan for up to 12 months.</p>  |
| <p>2. How does Principal Moratorium (interest-only) work?</p>   | <p>For a period of up to 12 months, you need to <b>only service interest</b> on your loan as your monthly repayment. The principal repayment is postponed/deferred during this period.</p> <p>After your Principal Moratorium period ends, the Bank will re-amortise your loan outstanding over your remaining tenor.</p>  |
| <p>3. Does that mean that my monthly instalment will increase after the interest-only period?</p>   | <p>Not necessarily. You can arrange with the Bank to either:</p> <ul style="list-style-type: none"> <li>i. maintain your monthly instalment amount to be the same as per your previous arrangement, which means that your loan maturity date will be extended by the same period of your interest-only tenor.</li> <li>ii. Maintain your maturity date to the original date, which means that your monthly instalment after the interest-only period will increase.</li> </ul> |
| <p>4. Can I pay principal-only instead of interest-only?</p>  | <p>The Bank does not provide this option at this point.</p>  |
| <p>5. Can I request for a payment holiday? That is, no payment at all?</p>  | <p>The Bank does not provide this option at this point.</p>  |
| <p>6. Can I revoke my interest-only relief plan after 1 month and go back to my original monthly instalment?</p>                              | <p>Once the Principal Moratorium relief plan has been approved for your requested tenor, you are required to service the agreed plan until completion.</p>   |
| <p>7. If I finish my interest-only plan, and require an extension of the relief, what should I do?</p>  | <p>No, this is a one-time relief granted for each loan. The Bank does not provide application for further extensions of relief.</p>  |
| <p>8. If I have more than one Business Loan, can I apply the relief to all of them?</p>   | <p>Yes, you may choose one or all your loans to be under this relief plan.</p>   |
| <p>9. Can I repay my loan in full during the relief period?</p>   | <p>Yes, you can fully repay your Business Loans under relief. Normal early settlement fees will apply. Partial prepayment is not an available option during the relief period.</p>   |
| <p>10. In view that there is no principal payment during the 12 months moratorium period, will my account be triggered with default rate?</p> | <p>The default rate will not be triggered during the moratorium period if you continue to service the interest. However, if you fail to service the monthly interest, late interest charges will apply, and your credit rating will be impacted.</p>   |
| <p>11. What will happen to my existing MRTA under this relief?</p>  | <p>As your loan maturity has been extended, you may want to ensure that your existing MRTA is extended to cover your loan until the new maturity date. As MRTA is not a requirement of the Bank, your relief plan will be in effect immediately upon approval and will not be impacted by your decision to extend or maintain your MRTA.</p>   |

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| <p>12. Aside from the above, any other relief waivers for Business Owners?</p> | <p>Fees and charges* (except for processing fees) in relation to the Business Loans will still be in place.</p> <p>For example, late interest and late fees will still apply when necessary.</p> <p>* Certain Fees and charges are waived for certain clients identified under impacted industries. Please contact your Business Banking Relationship Manager for more details.</p> |
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