



## REPAYMENT/PAYMENT ASSISTANCE (PEMULIH) FAQs

*We are constantly updating our FAQs in line with regulatory updates. Please refer here for the updated FAQs.*

### 1. Who will be eligible for this Repayment/Payment Assistance Programme?

The following categories will be eligible for Repayment/Payment Assistance Programme:

#### Individual

- Whether B40, M40 or T20

#### Non-Individual

- Microenterprise (as defined in the *Guideline on SME Definition* issued by SME Corporation Malaysia).
- SME (as defined in the *Guideline on SME Definition* issued by SME Corporation Malaysia) whose financial condition has been adversely affected by the pandemic.

#### Corporate, Commercial and Institutional Banking (CCIB) clients

- Please contact your Relationship Manager to explore the best options that suits your current financial needs.

### 2. What are the products eligible for Repayment/Payment Assistance Programme?

The following products which applications were approved on or before 30 June 2021 and remain performing (not exceeding 90 days in arrears) will be eligible for Repayment/Payment Assistance Programme:

#### Non-Islamic Products

- Personal Loan (Quick Cash Edge & CashOne)
- Residential and Commercial Mortgage
- Business Instalment Loan / Guaranteed Instalment Loan
- Term loan that have been converted from credit card balances (ABC)
- Trade Facilities – *Please reach out to your Relationship Manager to explore the best options that suits your current financial needs.*

#### Islamic Products

- Personal Financing-i
- Saadiq MyHome-i / Saadiq MyHomeOne-i
- Saadiq BBA JustHome-i
- BizProperty Equity-i
- Business Financing-i / Guaranteed Instalment Financing
- Trade Facilities – *Please reach out to your Relationship Manager to explore the best options that suits your current financial needs.*





### 3. What are the offers available in this Repayment/Payment Assistance Programme?

Refer to Table A in Appendix 1 for details.

### 4. What is Moratorium?

Moratorium is a **temporary** deferment or suspension of loan/financing repayment/payment obligation (principal and interest/profit) for 6 months. During this period, clients do not need to make any repayment/payment and no late repayment/payment charges/compensation or penalties will be imposed.

Interest/profit will continue to accrue on loan/financing repayments/payments that are deferred, and clients will need to honour the deferred repayments/payments in the future. Loan/Financing repayment/payment resumes after the deferment period ended.

### 5. What happens to the interest/profit accrued during the deferment period?

#### Non-Islamic Products

Interest from the 6 months deferred payments are accumulated and added into your principal outstanding balance in order to re-calculate the loan. Hence, if you are having a:

- i) Fixed Tenure Loan – **higher subsequent instalment amount** while preserving the original loan tenure
- ii) Fixed Instalment Loan – **loan tenure will be extended** while preserving the original instalment amount

#### Islamic Products

Profit will continue to accrue during the 6 months deferment period, but it will not be compounded. If you are having a:

- i) Fixed Tenure Financing – **higher subsequent instalment amount** while preserving the original financing tenure
- ii) Fixed Instalment Financing – **financing tenure will be extended** while preserving the original instalment amount

You may refer to Appendix 2 for sample illustration of loan/financing computation on moratorium for your better understanding.





## 6. Will I be paying more interest/profit for my instalment loan/financing after the 6 months deferment period?

### Non-Islamic Products

Yes, you will be paying more interest for your instalment loan after the 6 months deferment period. Interest from the 6 months deferred payments are accumulated and added into your principal outstanding balance in order to re-calculate the loan.

**Note:** If you are still able to afford your loan repayments without the moratorium, you should continue with the repayments as usual so that your overall cost does not increase.

### Islamic Products

Yes, you will be paying more profit for your instalment financing after the 6 months deferment period. Your monthly instalment/s will be used to settle the 6 months financing deferment accrued profit before reducing your outstanding financing amount. Profit will continue to accrue on the outstanding principal balance amount.

For Islamic fixed rate accounts under Personal Financing-i, BizFinancing-i and Guarantee Instalment Financing, a Commodity Murabahah transaction will be performed for a new Sale Price to accrue the 6 months moratorium financing deferment profit.

**Note:** If you are still able to afford your financing payments without the moratorium, you should continue with the payments as usual so that your overall cost does not increase.

You may refer to Appendix 2 for sample illustration of loan/financing computation on moratorium for your better understanding.

## 7. What is Interest Only Programme?

Interest Only Programme is an offer to pay interest portion only of your monthly instalment for a period of 6 months. This programme is not available for Islamic products and CashOne.

## 8. What will happen after the expiration of the 6 months Interest Only Programme?

You will be required to resume your instalment payment amount.

If you are having a:

- i) Fixed Tenure Loan – **higher subsequent instalment amount** while preserving the original loan tenure
- ii) Fixed Instalment Loan – **loan tenure will be extended** while preserving the original instalment amount





## 9. What is Restructuring & Rescheduling (R&R)?

R&R is a programme of debt consolidation with single repayment/payment terms and extending tenure.

## 10. How does the R&R work?

Under R&R, your existing account will be closed, and a new account will be opened with revised repayment/payment amount. All unsecured facilities under individual clients will be consolidated according to segment (Non-Islamic and Islamic).

A notification will be issued by the bank with new account number and repayment/payment amount once the account is successfully converted upon approval.

## 11. Will this Repayment/Payment Assistance have any impact to my CCRIS record?

No. This Repayment/Payment Assistance will not have any impact to your CCRIS record.

## 12. Do I need to provide any documents to support my request?

Required document will be subjected to the categories below:

### Individual

- Request letter for the programme with client's signature (for those loan / financing with multiple clients, request letter must be signed by all parties).
- No document will be required for loan / financing with single client.

### Non-Individual

- Duly complete the SME Repayment/Payment Assistance Declaration [Form](#) and select preferred Repayment/Payment Assistance package with authorized signatory's signature.

### Corporate, Commercial and Institutional Banking (CCIB) clients

- Please contact your Relationship Manager on the documentations required.

### **Note:**

Where the client is found to have misled the bank at the point of application, banks may rescind and re-negotiate the assistance initially granted.





### 13. How can I submit my request for Repayment/Payment Assistance Programme?

You may submit your request through the following channels:

- Log in to SC Mobile Banking Apps (for Individual); or
- Download the [form](#) from our website and email us through [Malaysia.Feedback@sc.com](mailto:Malaysia.Feedback@sc.com) (for Individual) or [MY.BUSINESS@sc.com](mailto:MY.BUSINESS@sc.com) (for SME); or
- Chat with us via Click to Chat at [sc.com/my](https://sc.com/my); or
- Call our Client Care Centre at 1300 888 888 (within Malaysia) or +603 7711 8888 (outside Malaysia); or
- Visit your nearest branch
- For Trade Facilities & CCIB clients, please reach out to your Relationship Manager to explore the best options that suits your current financial needs.

### 14. What is the processing time for my request?

The processing time for the request as below:

- Moratorium and Interest Only Programme for Individual can take up to 5 calendar days
- Moratorium and Interest Only Programme for SMEs can take up to 14 calendar days
- All R&R request can take up to 14 calendar days

### 15. Do I have any other options if the Repayment/Payment Assistance Programme does not meet my requirement?

#### Individual & SMEs

You may seek assistance from Khidmat Nasihat Pembiayaan at Agensi Kaunseling dan Pengurusan Kredit (AKPK) on your loan/financing matters, in which you may have alternative solutions to better suit your financial needs. Should you be interested to receive advisory from AKPK, please visit and register at [www.akpk.org.my](http://www.akpk.org.my), call 03-26167766 (Operating Hours: 9.00am – 5.30 pm) or visit [www.myknp.com.my](http://www.myknp.com.my).

#### Non-SMEs / Corporate Clients

You may seek assistance from the Corporate Debt Restructuring Committee (CDRC) at 03-22650878 or [enquiries@cdrc.my](mailto:enquiries@cdrc.my)





## Appendix 1:

Table A: Eligible Products and Options

		Main Option for all products: Moratorium for 6 months		
		Alternative Options		
Entity	Product	Moratorium for 3 months	Interest Only for 6 months	R&R
Conventional	Residential / Commercial Mortgage	Yes	Yes	Yes
	Personal Loan (QCE)	Yes	Yes	Yes
	BIL / GIL	Yes	Yes	Yes
	CashOne	Yes	-	Yes
	Term loan converted from credit card balances (ABC)	Yes	-	Yes
Saadiq	Commercial / Home Financing	Yes	-	Yes
	Personal Financing	Yes	-	Yes
	Business Financing	Yes	-	Yes

**\*Note:** "-" denotes Not Applicable.

\*For Trade Facilities & CCIB clients, please reach out to your Relationship Manager to explore the best options that suits your current financial needs.



## Appendix 2:

### Sample Illustration 1 – Fixed Tenure Non-Islamic Loan Computation

Steve has an existing non-Islamic home loan with Standard Chartered at 4% p.a. interest over a tenure of 30 years:

Without 6-months Moratorium		With 6-months Moratorium
540,000.00	Principal Amount (P) (RM)	540,000.00
4.00%	Effective Rate	4.00%
360	Remaining Tenure (months)	354
-	Accrued Interest (RM)	10,800.00
-	New Principal (NP) (RM)	550,800.00
388,096.20	Total Interest (I) (RM)	388,265.72
P+I = <b>928,096.20</b>	Total (RM)	NP+I = <b>939,065.72</b>
2,578.04	Instalment Amount (RM)	2,652.73
Additional cost that Steve has to pay by taking the moratorium		RM 939,065.72 - RM 928,096.20 RM 10,969.52

\*The computation is for illustration purpose and assuming Steve is taking 1 time moratorium.



### Sample Illustration 2 – Fixed Tenure Islamic Financing Computation

Lili has an existing Islamic home financing with Standard Chartered Saadiq at 4% p.a. profit rate over a tenure of 30 years:

Without 6-months Moratorium		With 6-months Moratorium	
540,000.00	Financing Amount (RM)	540,000.00	
4.00%	Effective Rate	4.00%	
360	Remaining Tenure (months)	354	
-	Accrued Profit (AP) (RM)	10,800.00	
540,000.00	Principal (P1) (RM)	540,000.00	
388,096.20	Total Profit (P2) (RM)	388,096.20	
P1+P2 = <b>928,096.20</b>	Total (RM)	AP+P1+P2 = <b>938,896.20</b>	
2,578.04	Instalment Amount (RM)	2,652.24	
<b>Additional cost that Lili has to pay by taking the moratorium</b>		RM 938,896.20 - RM 928,096.20 <b>RM 10,800.00</b>	

\*The computation is for illustration purpose and assuming Lili is taking 1 time moratorium.





### Sample Illustration 3 – Fixed Instalment non-Islamic Loan Computation

Tan has an existing non-Islamic business loan with Standard Chartered at 12% p.a. interest rate over a tenure of 60 months.

Without 6-months Moratorium		With 6-months Moratorium	
500,000.00	Principal Amount (P) (RM)	500,000.00	
12.00%	Effective Rate	12.00%	
11,122.22	Instalment Amount (RM)	11,122.22	
-	Accrued Interest (RM)	29,261.66	
-	New Principal (NP) (RM)	529,261.66	
167,333.51	Total Interest (I) (RM)	191,718.82	
P+I = <b>667,333.51</b>	Total (RM)	NP+I = <b>720,980.48</b>	
60	Tenure (months)	71**	
<b>Additional cost that Tan has to pay by taking the moratorium</b>		RM 720,980.48	
		- RM 667,333.51	
		<b>RM 53,646.97</b>	

\*The computation is for illustration purpose, based on fixed instalment and assuming Tan is taking 1 time moratorium.

\*\* Revised tenure is inclusive of 6 months on moratorium.



### Sample Illustration 4 – Fixed Instalment Islamic Financing Computation

Ali has an existing Islamic business financing with Standard Chartered Saadiq at 12% p.a. profit rate over a tenure of 60 months.

Without 6-months Moratorium		With 6-months Moratorium	
500,000.00	Financing Amount (RM)	500,000.00	
12.00%	Effective Rate	12.00%	
11,122.22	Instalment Amount (RM)	11,122.22	
-	Accrued Profit (AP) (RM)	29,261.66	
500,000.00	Principal (P1) (RM)	500,000.00	
167,333.51	Total Profit (P2) (RM)	167,333.51	
P1+P2= <b>667,333.51</b>	Total (RM)	AP+P1+P2 = <b>696,595.17</b>	
60	Tenure (months)	66**	
Additional cost that Ali has to pay by taking the moratorium		RM 696,595.17 - RM 667,333.51 RM 29,261.66	

\*The computation is for illustration purpose, based on fixed instalment and assuming Ali is taking 1 time moratorium.

\*\* Revised tenure is inclusive of 6 months on moratorium.



## CONVERSION OF CREDIT CARD BALANCES INTO A 3-YEAR TERM LOAN (CONVERSION PACKAGE)

### 1. Does the Repayment/Payment Assistance Programme apply to credit card?

No, the Repayment/Payment Assistance Programme is not applicable for credit card balances.

### 2. What option do I have as a credit cardholder if I am facing financial distress?

You have the option to convert your outstanding credit card balances (excluding instalments) into a 36 months term loan at 13% p.a.

### 3. What is the minimum balance amount to be eligible for the option to convert my credit card outstanding balances or automatic conversion?

The minimum conversion amount is RM1,000. If your credit card outstanding balances is less than RM1,000, it will not be converted.

### 4. After converting my outstanding balances into a term loan, do I still need to make monthly payments?

Yes, you will be required to make monthly repayments for your instalment account for your credit card.

### 5. If I have an existing instalment plan (Flexi On Purchase, Flexi On Balance, Balance Transfer, Cheque On Call) on my credit card, will it be applicable for the conversion?

No, the conversion is only applicable to your outstanding credit card balances (non-instalment plan).

### 6. Can I use my credit card after converting my outstanding balances?

Yes, you can continue to use the credit card up to the remaining credit limit after considering the balance converted into a term loan. The outstanding balance converted into the term loan is treated as part of the credit card limit.





**7. After converting my credit card outstanding balances, do I have extra credit limit to use?**

No, your credit limit remains the same and the converted outstanding balances will be part of your credit limit.

**8. Can I terminate the term loan before the end of its tenure?**

Yes, but you need to fully settle the term loan. There is no early settlement penalty.

