



## TARGETED REPAYMENT/PAYMENT ASSISTANCE (EXTENSION OF MEASURES) 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 Targeted Repayment/Payment Assistance (TRA) Programme?

The following categories will be eligible for TRA Programme:

#### Individual

- Any individual who is retrenched in the year of 2020 / 2021 and currently unemployed
- Any individual who is having reduction of income
- Any individual who is categorised as B40 / M40 and registered in the *Bantuan Sara Hidup* (BSH) or *Bantuan Prihatin Rakyat* (BPR) database

#### Non-Individual

- Microenterprise company as defined according to the Guideline on SME Definition issued by SME Corporation Malaysia and approved facility should not be more than RM 150,000.
- SME that is not allowed to operate during the Movement Control Order (locked-down sectors)

#### 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 TRA Programme?

The following products which applications were approved before 1 June 2021 and remain performing (not exceeding 90 days in arrears) will be eligible for TRA Programme:

#### Non-Islamic Products

- Personal Loan (Quick Cash Edge & CashOne)
- Residential and Commercial Mortgage
- Business Instalment Loan / Guaranteed Instalment Loan
- 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 TRA Programme?

Refer to Table A below for details.

### 4. What is Moratorium?

Moratorium is a **temporary** deferment or suspension of loan/financing payment obligation (principal and interest/profit) for 3 months. During this period, borrowers/clients do not need to make any payment and no late payment charges/compensation or penalties will be imposed.

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

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

#### Non-Islamic Products

Interest from the 3 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:

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

#### Islamic Products

Only your profit will be amortised into your profit outstanding balance without any compounding effect. If you are having a:

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





## 6. Will I be paying more interest/profit for my instalment loan/financing after the 3 months deferment period?

Yes, you will be paying more interest/profit for your instalment loan/financing after the 3 months deferment period for both Non-Islamic and Islamic products. The only difference is for Non-Islamic products, your interest will continue to accrue on your principal outstanding whereas for Islamic products, only your profit will be amortised without any compounding effect into your profit outstanding balance.

## 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.

## 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 R&R have any impact to my CCRIS record?

No. This R&R 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

#### i) **Loss of Employment**

- a) Request letter for the programme with borrower's/client's signature (for those loan / financing with multiple borrowers/clients, request letter must be signed by all parties); and
- b) Supporting document:
  - Employment termination letter; or
  - Latest EPF statement

#### ii) **Reduction of Income**

- a) Request letter for the programme with borrower's/client's signature (for those loan / financing with multiple borrowers/clients, request letter must be signed by all parties); and
- b) Supporting document:
  - Latest 3 months payslip; or
  - Letter from employer on salary reduction; or
  - Unpaid leave letter; or
  - Latest EPF Statement; or
  - Other supporting documents which indicates client is in financial difficulties

#### iii) **B40 / M40**

- No document will be required.

### Non-Individual

#### iv) **Microenterprise**

- a) Sole Proprietor / Partnership
  - Request letter for the programme with borrower's/client's signature (for those loan / financing with multiple borrowers/clients, request letter must be signed by all parties)
- b) Sdn Bhd
  - Board of Resolutions (BR)

#### v) **SMEs that are not allowed to operate during Movement Control Order**

- No document will be required (for non-Trade Facilities\*).

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





- vi) **SMEs requiring financial relief** (other than as mentioned in item (iv) and (v))
- a) Sole Proprietor / Partnership
    - Request letter for the programme with borrower's/client's signature (for those loan / financing with multiple borrowers/clients, request letter must be signed by all parties); and
    - Latest 3 months Bank Statement
  - b) Sdn Bhd
    - Board of Resolutions (BR); and
    - Latest 3 months Bank Statement

Corporate, Commercial and Institutional Banking (CCIB) clients

- Please contact your Relationship Manager on the documentations required.

### 13. How can I submit my request for TRA Programme?

You may submit your request through the following channels:

- 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 our 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 TRA 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 03-26167799 (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)




**Table A: Eligible Products and Options**

Entity	Product	Moratorium for 3 months			Interest Only for 6 months			R&R		
		Loss of Employment	B40	Microenterprise / SMEs that are not allowed to operate during MCO	Loss of Employment / Reduction of Income	B40 / M40	SMEs requiring financial relief	Loss of Employment / Reduction of Income	B40 / M40	SMEs requiring financial relief
Conventional	Residential / Commercial Mortgage	Yes	Yes	Yes <i>*for commercial loan</i>	Yes	Yes	Yes <i>*for commercial loan</i>	Yes	Yes	Yes <i>*for commercial loan</i>
	Personal Loan (QCE)	Yes	Yes	-	Yes	Yes	-	Yes	Yes	-
	BIL / GIL	-	-	Yes	-	-	Yes	-	-	Yes
	CashOne	Yes	Yes	-	-	-	-	Yes	Yes	-
Saadiq	Commercial / Home Financing	Yes	Yes	Yes <i>*for commercial financing</i>	-	-	-	Yes	Yes	Yes <i>*for commercial financing</i>
	Personal Financing	Yes	Yes	-	-	-	-	Yes	Yes	-
	Business Financing	-	-	Yes	-	-	-	-	-	Yes

**\*Note:** (i) "-" denotes Not Applicable; (ii) Offers are subject to client's eligibility

