

POST MORATORIUM FAQs

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

A. MORATORIUM EXTENSION PROGRAMME FOR TARGETED INDIVIDUAL

1. What is Moratorium Extension Programme for Targeted Individual?

Moratorium Extension Programme is:

- An extension of loan / financing payment deferment programme for a period of 3 months from 1st October 2020.
- An extension of the existing 6 months automatic moratorium announced in March 2020 on the same terms and with the criteria:
 - i) Individuals who are retrenched in the year of 2020 and currently unemployed.

Note:

If the individuals have opted-out from automatic moratorium, they remain eligible for this programme with the condition that the facility is not in arrears exceeding 90 days as at the date of application and meets the above criteria mentioned in point (i).

2. What are the products eligible for Moratorium Extension Programme?

Eligible products are as below:

- Personal Loans (QCE & CashOne) / Personal Financing-I (PF-i)
- Residential Mortgage / Saadiq MyHome-i or Saadiq MyHomeOne-i and Commercial Mortgage Loan/Biz Property Equity-i

3. How can I apply for Moratorium Extension Programme?

You may apply through the following channels effective from 7th August 2020:

- Call our Client Care Centre at 1300 888 888 or +603 7711 8888 if you are calling from overseas; or
- Visit our nearest branch.

4. Do I need to provide any documents to support my application?

Yes, following documents are required to support your application:

- Request letter to apply 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)



- Supporting document:
 - i) Employment termination letter; or
 - ii) Latest EPF Statement

Note:

Approved moratorium can be cancelled if any of the supporting documents / information submitted are found to be falsified or misrepresented.

5. What will happen after the expiration of the 3 months extended moratorium?

You will be required to resume your instalment payment amount.

B. INTEREST ONLY PROGRAMME

1. 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 from 1st October 2020.

2. What are the products eligible for the Interest Only Programme?

Eligible products are as below:

- Personal Loan (QCE)
- Residential and Commercial Mortgage
- Business Instalment Loan (BIL)
- Guaranteed Instalment Loan (GIL)

3. Who is eligible for the Interest Only Programme?

This programme applies to all individuals and small medium enterprises (SMEs) who are affected due to Covid-19 pandemic:

Individual

- Reduction of income; or
- Under unpaid leave condition; or
- Retrenched

Non-Individual

- Business remains viable and in operation (not closed down)
- Have good payment records prior to Moratorium period



4. How can I apply for the Interest Only Programme?

You may apply through the following channels effective from 7th August 2020:

- Call our Client Care Centre at 1300 888 888 or +603 7711 8888 if you are calling from overseas; or
- Visit our nearest branch.

5. Do I need to provide any documents to support my application?

Yes, the following documents are required to support your application:

For Individual / Sole Proprietorship / Partnership Borrower/Client

- Request letter to apply 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)
- Additional supporting documents for Individual:
 - i) Latest 3 months payslip; or
 - ii) Letter from employer on salary reduction; or
 - iii) Unpaid leave letter; and
 - iv) Latest EPF Statement; or
 - v) Other supporting documents which indicates client is in financial difficulties
- Additional supporting document for Sole Proprietor / Partnership:
 - i) Latest 3 months bank statements

For Non-Individual Borrower/Client (Sdn Bhd)

- Board of Resolution (BR)
- Latest 3 months bank statements

Note:

Approved moratorium can be cancelled if any of the supporting documents / information submitted are found to be misrepresented.

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

You will be required to resume your instalment payment amount.



C. Restructuring & Rescheduling (R&R)

1. Is there any other available programme if I am not eligible for the above 2 programmes?

The Bank is also offering Restructuring & Rescheduling (R&R) of loan / financing facility for individual and non-individual from 1st October 2020.

2. What is R&R?

Restructuring and Rescheduling (R&R) is a programme of debt consolidation with single repayment terms and extending tenure.

3. How does the R&R works?

Close existing account and Open a new account under R&R. All Unsecured facilities under individual client will be consolidated according to segment (Conventional & Islamic). A notification will be issued by the bank with new account number and repayment amount once the account is successfully converted upon approval.

4. What kind of options do I have and what is it dependent on?

There are only 2 options which is single and multiple tier instalments can be booked under R&R.

The maximum tenure is subject to the age of client at 75 years at the point of loan maturity.

5. Is the Bank allowed to revise the pricing for R&R?

Yes, it is subject to the Bank's discretion and agreement with the client.

6. Will this R&R have any impact to my CCRIS record?

No. This R&R will not have impact to your CCRIS record.

7. Do I need to provide any documents to support my application?

Yes, the following documents are required to support your application:

- Supporting documents for Individual:
 - i) Latest 3 months payslip



- Supporting document for SME:
 - i) Latest 3 months bank statements

8. Why do I have to provide bank statements upfront?

The documents are for the bank to re-evaluate the client's ability to pay the revised instalment amount.

9. When can I know whether my application is successful?

Our Bank Consultant will be in contact with you within 5 working days.

10. How can I apply for this R&R?

You may apply through the following channels effective from 7th August 2020:

- Call our Client Care Centre at 1300 888 888 or +603 7711 8888 if you are calling from overseas; or
- Visit our nearest branch.

D. MORTGAGE LOAN / HOME / PROPERTY FINANCING - TENURE EXTENSION POST-MORATORIUM

1. What would happen to my loan/financing payments after the moratorium period?

Non-Islamic Products:

By default, your loan repayment maybe revised upwards. Bank will notify you in writing on the revised repayment details once the moratorium period ends. However, you may request for loan/financing tenure to be extended.

Islamic Products: Your instalment may be revised upwards and/or tenure may be extended due to the amortization of the 6 months profit accrued. Bank will notify you in writing on the revised repayment details once the moratorium period ends.

2. How do I know if my loan/financing is eligible for the tenure extension?

You are eligible as long as your loan/financing is part of the auto-moratorium programme.

Auto-moratorium eligibility defines as:



“From 1 April 2020, for a 6-month period, all individuals and small and medium enterprises (SMEs) with outstanding conventional loans or Islamic financing (except credit cards) with Standard Chartered Bank Malaysia Berhad and Standard Chartered Saadiq Berhad will be automatically eligible for our moratorium programme subject to meeting these criteria:

- not in arrears exceeding 90 days as at 1 April 2020; and
- denominated in Malaysian Ringgit. “

The loan/financing products included in this programme are:

Conventional	Saadiq (Islamic)
<ul style="list-style-type: none"> • Residential and Commercial Mortgage 	<ul style="list-style-type: none"> • Saadiq MyHome-i or Saadiq MyHomeOne-i and BizProperty Equity-i

Note: For mortgage loan/home financing, which is on fixed instalment, your loan/financing tenure will be automatically extended for 6 months.

3. Will my monthly instalment be the same as it was before the moratorium period if the loan/financing tenure is extended for 6 months?

No, your monthly instalment may not necessarily be the same. There are few factors that may affect your monthly instalment such as:

- a. Interest/Profit rate change
- b. Re-amortizing of the accrued interest/profit during the moratorium period
- c. The remaining tenure of your loan/financing

4. How long would the tenure extension be for?

The loan/financing tenure extension is for 6 months.

5. Can I have shorter or longer loan extension?

No, the loan/financing extension after moratorium period is for 6 months only.

6. What if I need more than 6 months loan/financing tenure extension?

You may contact the following channels:

- Call our Client Care Centre at 1300 888 888 or +603 7711 8888 if you are calling from overseas; or
- Visit our nearest branch.



The Bank is also offering Restructuring & Rescheduling (R&R) of loan / financing facility for individual and non-individual.

7. What are my options if I am not able to pay my monthly instalment even after the tenure extension?

You may contact the following channels:

- Call our Client Care Centre at 1300 888 888 or +603 7711 8888 if you are calling from overseas; or
- Visit our nearest branch.

