

FAQs - Relief Program

1	<p>How does Rent/Profit Only Payment work for me? You will only be required to pay the rental/profit of the finance outstanding and not the principal amount during the rent/Profit only payment period. All other components such as Takaful must also be paid.</p>
2	<p>What will happen to my facility after the relief program? The normal monthly instalment will resume. Your facility will be re-amortised based on the remaining outstanding principal, tenor and existing rental rate.</p>
3	<p>Is there any restriction on the loan/finance amount? There is no restriction on the finance amount.</p>
4	<p>Will the relief program affect my Credit Bureau Score? Your Credit Bureau Score will not be affected as long as the rental payment is settled in full punctually every month.</p>
5	<p>Is there any handling fee if I avail this relief programs? There is no handling fee if you opt for the relief program. However, apart from the rental, you are undertaken to pay charity/late payment, Takaful contribution or any fee as per Schedule of Charges, as applicable. For list of all fees and charges, please visit www.sc.com/pk</p>
6	<p>Are there any Terms and Conditions of the Relief Program? You will be required to provide your confirmation on the recorded line to proceed. Upon confirmation, your schedule will be revised and sent to you on your official current mailing address.</p>
7	<p>For how long can I take Rental only relief period? We offer the option for maximum of 12 months. You may select the number of months needed for you. Note that your existing tenor will be extended by the months of relief you have selected.</p>
8	<p>How can I apply for the relief program? You just need to call Contact Centre and place your request on call.</p>
9	<p>When can I apply for the relief program? You may apply from 15th April 2020 to 30th June 2020</p>
10	<p>Are there any documents I need to sign after approval? Your request will be taken on a recorded line and the verbal confirmation will be the only requirement.</p>
11	<p>What if I don't receive my revised schedule even after my confirmation? You may call us back in any such case and we will ensure that it is dispatched again on your official mailing address. Kindly ensure your address is updated in our system.</p>
12	<p>How long does it take to approve my Relief Program application? We will need a maximum of 10 working days to revert with the decision to approve.</p>
13	<p>What is the communication for clients who express and interest in the Relief Program through our designated client email channels? Clients will be responded to via email & / or call informing them that they may log their service request for Relief Program (excluding Credit Cards) through SC's helpline at 111-002-002</p>
14	<p>How will queries which have been received to date (via multiple channels) for customers expressing an interest in the Relief Program be addressed? Client will be responded via email & / or call informing them that they may log their service request for Relief Program (excluding Credit Cards) through SC's helpline at 111-002-002</p>
15	<p>What will be the response if a client requests for payment holiday? Client will be informed that we don't offer payment holiday</p>