

Dear Valued Customer,

If you are reading this, you are most likely interested to know about the moratorium offered by Maybank in line with the announcement by Bank Negara Malaysia (BNM).

Please find below a list of Frequently Asked Questions (FAQs) which serve to assist you in understanding your options, as well as the steps you may need to take. You may reach us at:

- Customer Centre Hotline: [1300 88 6688](tel:1300886688), press \*1 for moratorium
- Email: [mgcc@maybank.com.my](mailto:mgcc@maybank.com.my)
- Maybank Auto Finance Centres: [Click here](#) to view the locations and phone numbers

Stay safe and let Maybank ease your financial concerns during these times.

#### FAQs ON MORATORIUM FOR HIRE PURCHASE (HP) LOAN/FINANCING

No.	Questions	Answers
<b>General</b>		
1.	What is the HP moratorium?	<ul style="list-style-type: none"> <li>• It is a temporary deferment of HP loan/financing instalment payment obligations for 6 months from 1 April 2020 until 30 September 2020.</li> <li>• During this 6 month moratorium period, eligible customers do not need to make any payment for their loan/financing instalment. No additional interest/profit (term charges) will be charged on the deferred instalments; and no late payment charges or penalties will be imposed.</li> <li>• <b>“Deferred instalments”</b> in this FAQ refers to the 6 months’ instalments within the moratorium from April 2020 to September 2020.</li> </ul> <p>* Refer to <a href="#">item 5</a> for who is eligible.</p>
2.	What is the new process for HP moratorium?	<ul style="list-style-type: none"> <li>• In line with the announcement by Bank Negara Malaysia on 30<sup>th</sup> April 2020, customers will now need to officially confirm that they wish to participate in the 6-month moratorium for their HP loan/financing.</li> </ul>
3.	How can I provide my confirmation?	<ul style="list-style-type: none"> <li>• Customers who wish to participate in the moratorium can provide their confirmation via the following options:               <ol style="list-style-type: none"> <li>1) log in to Maybank2u (<a href="#">click here</a>) or Maybank2u Biz (<a href="#">click here</a>) and go to the Announcement Section; <b>OR</b></li> <li>2) call our Maybank Auto Finance Centres. To view the phone numbers <a href="#">click here</a>; <b>OR</b></li> <li>3) call our Customer Centre Hotline: <a href="tel:1300886688">1300 88 6688</a>, press *1 for moratorium</li> </ol> </li> </ul>

***This FAQ is subject to revision by the Bank in line with regulatory updates. As and when there are new developments, we aim to update you via Maybank2u.***

No.	Questions	Answers
4.	How long is the HP moratorium period?	<ul style="list-style-type: none"> <li>It is from 1<sup>st</sup> April 2020 to 30<sup>th</sup> September 2020.</li> </ul>
5.	Who is eligible?	<ul style="list-style-type: none"> <li>The HP 6-month moratorium is granted to all individual and SME customers, with Conventional &amp; Islamic Ringgit Malaysia denominated loans / financing which are in arrears for not more than 90 days as at 1st April 2020.</li> </ul>
6.	I am a foreigner, am I eligible?	<ul style="list-style-type: none"> <li>Yes, foreigners are eligible, following the same conditions as <a href="#">item 5</a> above.</li> </ul>

#### Confirmation

7.	I have multiple HP loans/financings and only wish to participate in the <u>HP moratorium for selected loan/financing</u> . What should I do?	<ul style="list-style-type: none"> <li>Please <b>identify the</b> HP loans/financings which you want the moratorium for, and refer to <a href="#">item 3</a>.</li> <li>For the HP loans/financings which you <b>do not want</b> the moratorium, please continue paying your monthly instalment. Refer to <a href="#">item 8</a>.</li> </ul>
8.	What happens if I am <u>already on</u> the automatic HP moratorium since April 2020 but <u>do not want</u> it now?	<ul style="list-style-type: none"> <li>Please continue paying your monthly instalments as usual.</li> <li>If your April and May instalments that were deferred earlier are still outstanding, you can pay these instalments together with your June instalment in the month of June; and this will not impact your CCRIS records.</li> <li>However, payments made <u>after your June 2020 due date</u> will incur overdue interest/ late payment charges as per existing terms and conditions and account status <u>will be reflected in your CCRIS records</u>.</li> <li>If further clarification is required, please contact our Auto Finance Centre.</li> </ul>
9.	What if I <u>did not participate</u> in the automatic HP moratorium in April 2020, do I need to do anything?	<ul style="list-style-type: none"> <li>Please continue paying your monthly instalments as usual.</li> </ul>
10.	What if I <u>did not participate</u> in the automatic HP moratorium <u>in April 2020</u> , but want to have it now?	<ul style="list-style-type: none"> <li>Please refer to <a href="#">item 3</a>.</li> </ul>

No.	Questions	Answers
11.	What happens to the payment I have made in April (and May)? Will they be reimbursed?	<ul style="list-style-type: none"> <li>Payments that have been made will not be reimbursed.</li> </ul>
12.	My HP loan/ financing is at the maximum tenure (9 years). Can it still be extended because the moratorium will defer my payment for 6 months?	<ul style="list-style-type: none"> <li>Yes it can and only for a maximum of 6 months.</li> </ul>

### Payments

13.	What happens to my standing instructions if I participate in the moratorium?	<ul style="list-style-type: none"> <li>Standing instruction (SI) payments <u>from Maybank accounts</u>:               <ol style="list-style-type: none"> <li>If you participate in the HP moratorium, we will suspend your SI during the moratorium period and reactivate from October 2020 onwards.</li> <li>If you <u>do not want</u> to participate in the HP moratorium and have a SI with Maybank, please contact our Auto Finance Centres for further assistance.</li> </ol> </li> <li>If your SI is with other banks, you will need to liaise with your bank to suspend the instruction during the moratorium period and reactivate it from 1<sup>st</sup> October 2020 onwards.</li> </ul>
14.	What happens to my recurring payment in Maybank2u if I participate in the HP moratorium?	<ul style="list-style-type: none"> <li>If you have set up recurring payment in Maybank2u to pay for your HP instalment, please <u>reset the payment to commence in October 2020</u>.</li> <li>If your recurring instruction is not updated, the payments will be deducted as usual and will not be reimbursed.</li> </ul>
15.	Do I have to pay additional interest/profit on the deferred instalments?	<ul style="list-style-type: none"> <li>No additional interest/profit will be charged on the deferred instalments during and after the HP moratorium.</li> </ul>
16.	Will my HP loan/ financing tenure automatically be extended after the moratorium period?	<ul style="list-style-type: none"> <li>Yes, your HP loan/financing tenure will be extended by 6 months from the original tenure.</li> </ul>

No.	Questions	Answers
17.	Will my instalment amount change?	<ul style="list-style-type: none"> <li>No, your instalment amount will remain the same after the HP moratorium and during the extended period.</li> </ul>
18.	Will the 6-month moratorium/ repayment deferment have any impact on my CCRIS records?	<ul style="list-style-type: none"> <li>It will have no impact on your CCRIS records.</li> <li>However, if your account is currently in arrears as at 1<sup>st</sup> April 2020, the arrears status will remain the same until 30<sup>th</sup> September 2020, unless you choose to pay up the arrears during the HP moratorium period.</li> </ul>
19.	What should I do after expiry of the HP moratorium period?	<ul style="list-style-type: none"> <li>You must continue paying the monthly instalment due.</li> </ul>