

Updated as at 18 May 2021

**FAQs ON ADDITIONAL TARGETED REPAYMENT ASSISTANCE FOR INDIVIDUAL CUSTOMERS ANNOUNCED AT THE 2021 BUDGET SPEECH AND BANK NEGARA MALAYSIA'S ANNOUNCEMENT OF 6 NOVEMBER 2020**

No.	Questions	Answers
1.	Who is eligible for the additional Targeted Repayment Assistance (TRA) announced by the Minister of Finance at the 2021 budget speech & by Bank Negara Malaysia on 6 Nov 2020?	<p>Individual customers who are eligible for the additional Targeted Repayment Assistance (TRA) announced at the 2021 budget speech are :</p> <ul style="list-style-type: none"> <li>B40 individuals who are recipients of Bantuan Sara Hidup (BSH) /Bantuan Prihatin Rakyat (BPR);</li> <li><a href="#">Click here</a> to check status.</li> </ul> <p>Note:</p> <ol style="list-style-type: none"> <li>Only for customers whose loans/financing are approved before 1 October 2020 and not in arrears for more than 90 days will be eligible.</li> <li>Excludes Charge Card and individuals under bankruptcy proceedings or adjudicated bankrupts</li> <li>For Islamic financing facility, the term “repayment” shall be referred as “payment” throughout the FAQs.</li> </ol>
2.	What does the TRA plan offer?	<p>As announced, eligible customers will be able to request for:</p> <p><b><u>Option 1:</u></b> 3-month deferment of their monthly instalment</p> <p><b><u>Option 2 :</u></b> 50% reduction in their monthly instalment amounts for 6 months</p> <p>Once you have selected your preferred option, we will recommend a suitable repayment assistance plan for you, which is more comprehensive and designed to address your current financial position.</p> <p>Note :</p> <ol style="list-style-type: none"> <li>For Hire Purchase Loan/Financing, borrowers will be offered a revised instalment schedule that is consistent with the provisions of the Hire Purchase Act 1967.</li> <li>Hirers are encouraged to keep the extension of loan/financing tenure to 2 years. However, the Bank will consider any extension of up to a maximum of 4 years upon specific request by hirers.</li> <li>For both conventional and Islamic loans/financing, the interest/profit will continue to be charged on the balance outstanding and accrued during this deferred period. This is not applicable to Hire Purchase Loan/Financing-i on fixed rate and Personal Loan/ Financing-i on fixed rate.</li> </ol>

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3.	Will the TRA increase my cost of borrowing/ financing?	<p>It is important that you be aware the TRA will result in additional borrowing / financing costs as your loan/financing tenure will be lengthened or your instalment amount could increase.</p> <p>Below are 2 examples <u>(for illustration purposes only)</u> to help you understand the impact on your total loan payment when you sign up for TRA.</p> <p><b><u>Example 1 : Mortgage/Retail financing (variable rate financing)</u></b></p> <p>Loan/Facility Amount : RM150,000 Interest/ Profit Rate/Term charges : 3.25% Loan/ Facility Tenure : 35 years Remaining Loan/ Facility Tenure : 30 years</p> <table><tr><th></th><th>As per Current Repayment Schedule</th><th>Option 1: Defer instalment for 3 Months  (no tenure extension)</th><th>Option 2: 50% Instalment for 6 Months  (no tenure extension)</th></tr><tr><td>Monthly Instalment - 1st 3 Months - 4th Month onwards</td><td>RM674 RM674</td><td>RM0 RM683</td><td></td></tr><tr><td>Monthly Instalment - 1st 6 Months - 7th Month onwards</td><td></td><td></td><td>RM337 RM683</td></tr><tr><td>Total Payable</td><td>RM242,484</td><td>RM243,722</td><td>RM243,730</td></tr><tr><td>Total Interest/Profit</td><td>RM92,484 30</td><td>RM93,722 30</td><td>RM93,458 30</td></tr><tr><td>Total Tenure (years)</td><td></td><td></td><td></td></tr></table>		As per Current Repayment Schedule	Option 1: Defer instalment for 3 Months  (no tenure extension)	Option 2: 50% Instalment for 6 Months  (no tenure extension)	Monthly Instalment - 1st 3 Months - 4th Month onwards	RM674 RM674	RM0 RM683		Monthly Instalment - 1st 6 Months - 7th Month onwards			RM337 RM683	Total Payable	RM242,484	RM243,722	RM243,730	Total Interest/Profit	RM92,484 30	RM93,722 30	RM93,458 30	Total Tenure (years)			
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		<p><b><u>Example 2: Hire Purchase Financing(fixed rate financing)</u></b></p> <p>Loan/financing amount : RM42,400 Interest/ Profit Rate/Term charges : 2.97% Loan/Financing Tenure : 108 months Remaining Tenure : 36 months</p> <table><tr><th></th><th>As per Current Repayment/ Payment Terms</th><th>Option 1: Defer instalment for 3 Months + extend loan/financing for 1 year</th><th>Option 2: Defer Instalment for 3 Months + extend loan/financing for 2 years</th></tr><tr><td>Monthly Instalment - 1st 3 Months - 4th Month onwards</td><td>RM498 RM498</td><td>RM0 RM407</td><td>RM0 RM335</td></tr><tr><td>Total Remaining Hiring Charges/Term Charges</td><td>RM531</td><td></td><td></td></tr><tr><td>Total New Hiring Charges/Term Charges</td><td></td><td>RM2,076</td><td>RM2,595</td></tr><tr><td>Total Loan/Financing Payable</td><td>RM18,006</td><td>RM19,551</td><td>RM20,069</td></tr><tr><td>Total Tenure (months)</td><td>36</td><td>48</td><td>60</td></tr></table> <p>Therefore, if you can afford your current loan/financing instalment, we advise that you continue with your existing loan/financing repayment/ payment. Should you face financial difficulty later, you can still apply for it and we will be happy to assist you. If you need further clarification to help you make your decision, please <a href="#">reach out to us</a>.</p> <p><u>Note:</u> For Islamic financing, total payment will not exceed the agreed Bank’s Sale Price or Hire Purchase Price (whichever is applicable)</p>		As per Current Repayment/ Payment Terms	Option 1: Defer instalment for 3 Months + extend loan/financing for 1 year	Option 2: Defer Instalment for 3 Months + extend loan/financing for 2 years	Monthly Instalment - 1st 3 Months - 4th Month onwards	RM498 RM498	RM0 RM407	RM0 RM335	Total Remaining Hiring Charges/Term Charges	RM531			Total New Hiring Charges/Term Charges		RM2,076	RM2,595	Total Loan/Financing Payable	RM18,006	RM19,551	RM20,069	Total Tenure (months)	36	48	60
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4.	Why does the TRA plan include an extension in loan tenure?	<p>The tenure extension is offered to further ease your financial burden with a more manageable monthly instalment for a longer period, after the deferment/ reduction in repayment ends. Customer can choose the tenure which is more suitable for you.</p> <p>To help you understand better, below are 2 examples illustrating the impact of tenure extension on the monthly instalment:</p> <p><b><u>Example 1: Mortgage/Retail loans (variable rate financing) with a comprehensive TRA plan offered by the Bank</u></b></p>																								

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		<p><u>Sample TRA plan:-</u> - Pay 50% of existing instalment for 9 months; followed by - Pay 70% of instalment for subsequent 6 months</p> <p>Loan/Financing Amount : RM176,306 Interest/Profit Rate/Term Charges : 3.25%* Remaining Tenure : 20 years</p> <p>*No change in Base Lending Rate (BLR)/ Base Rate (BR) throughout</p> <table><tr><th colspan="5">Monthly instalment after taking proposed plan + tenure extension</th></tr><tr><th>No tenure extension</th><th>Tenure extended 1 year</th><th>Tenure extended 2 years</th><th>Tenure extended 3 years</th><th>Tenure extended 4 years</th></tr><tr><td>RM1,038</td><td>RM1,000</td><td>RM966</td><td>RM935</td><td>RM906</td></tr></table> <p><u>Example 2: Hire Purchase Loan/Financing-I (fixed rate financing) with comprehensive TRA plan offered by the Bank</u></p> <p><u>Proposed plan</u> Defer monthly instalment for 3 months + extend tenure for X years</p> <p>Current Monthly instalment : RM 498/month Outstanding loan/financing amount : RM 42,400 Interest/ Profit Rate : 2.97% * Remaining loan/financing tenure : 3 years (36 months)</p> <p>*No change in Base Lending Rate (BLR)/ Base Rate (BR) throughout</p> <table><tr><th>No tenure extension</th><th>Tenure extended 1 year</th><th>Tenure extended 2 years</th></tr><tr><td>RM 498</td><td>RM 407</td><td>RM335</td></tr></table> <p>It is important that you be aware that the extension in loan/ financing tenure will also result in additional borrowing costs.</p>	Monthly instalment after taking proposed plan + tenure extension					No tenure extension	Tenure extended 1 year	Tenure extended 2 years	Tenure extended 3 years	Tenure extended 4 years	RM1,038	RM1,000	RM966	RM935	RM906	No tenure extension	Tenure extended 1 year	Tenure extended 2 years	RM 498	RM 407	RM335
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5.	Can I apply for the TRA if I <u>did not</u> participate in the 6 months Moratorium (Apr-Sep 2020) or accept the Repayment Assistance Plan?	Yes, you can apply if you meet the eligibility criteria in item 1.																					
6.	Can I apply for the TRA if I have accepted the Repayment Assistance Plan (since October 2020)?	Yes, you can apply if you meet the eligibility criteria in item 1.																					
7.	When can I apply for the TRA?	You may apply anytime now.																					

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No.	Questions	Answers
8.	When will the TRA come into effect once approved?	<p>Please note that applications received on or before the 20<sup>th</sup> of the month, will take effect in <u>the following month</u>. Meanwhile, applications which are received <u>after the 20<sup>th</sup></u> of the month will only <u>take effect in the month after</u>. In the meantime, please continue paying your instalment until the effective date of the TRA.</p> <p><b>Example: Application received ON or BEFORE 20<sup>th</sup> of the month</b></p> <p><u>Option 1 : 3-month deferment of instalment</u></p> <p>Example :</p> <p>Date of application : 6/3/2021 Deferment takes effect : 1/4/2021 Next instalment due : 1/7/2021</p> <p><u>Option 2 : 50% reduction in instalment for 6 months</u></p> <p>Example :</p> <p>Date of application : 6/3/2021 50% reduction starts : 1/4/2021 50% reduction ends : 30/9/2021</p> <p><b>Example: Application received AFTER 20<sup>th</sup> of the month</b></p> <p><u>Option 1 : 3-month deferment of instalment</u></p> <p>Example :</p> <p>Date of application : 22/3/2021 Deferment takes effect : 1/5/2021 Next instalment due : 1/8/2021</p> <p><u>Option 2 : 50% reduction in instalment for 6 months</u></p> <p>Example :</p> <p>Date of application : 22/3/2021 50% reduction starts : 1/5/2021 50% reduction ends : 31/10/2021</p> <p>Note: Not applicable for Hire Purchase Loan/Financing-i on fixed rate, Credit Cards/Credit Card-i and Personal Loan/Financing-i on fixed rate.</p>
9.	How do I apply for the TRA?	<p>You may apply for the TRA using the following methods:</p> <p>Log in to <a href="#">Maybank2u</a> and submit your application</p> <p><u>OR</u></p> <p><a href="#">Click here</a> to visit our Maybank2u Covid-19 Repayment Assistance page.</p>

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		<p>i. Scroll down to “<b>Kindly reach us via the following channels</b>” for <b>individual customers</b>.</p> <p>ii. Under “<b>Email us</b>”, click on “<b>Send email for TRA</b>” button.</p> <p>iii. Please complete the info required in the template before sending the email.</p> <p><u>OR</u></p> <p>Visit or call any of our branches nationwide.  <a href="#">Click here</a> for the list of branches</p> <p>For Hire Purchase related matters, visit or call our Auto Finance or Regional Asset Quality Management Centres.</p> <p><a href="#">Click here</a> for the list of Auto Finance or Regional Asset Quality Management Centres</p> <p>For your safety and convenience, you may make an appointment ahead of your visit to the branch, Auto Finance Centres or Regional Asset Quality Management Centres via Maybank EzyQ .</p> <p><a href="#">Click here</a> to make your appointment. For HP, please select ‘Automobile Financing’ for the service required</p> <p><u>OR</u></p> <p>Call Maybank Customer Care Hotline: 1-300-88-6688 (Malaysia) or 03-78443696 (overseas) and press *1 for “Repayment Assistance”.</p>
10.	What are the supporting documents required to apply for the TRA?	No documentation is required if you are eligible under item 1 above.
11.	Why is my TRA application rejected?	<p>Eligibility is based on those who are listed in the Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR) database and one likelihood is that your name is not found there. Hence, there is a possibility that you are not categorised as B40 and not a recipient of Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR).</p> <p>Please refer to item 9 for methods to contact us, and we will work with you on a Repayment Assistance Plan that will help you address the financial challenges you are facing.</p> <p>You may also refer to our Repayment Assistance FAQ, please <a href="#">click here</a>.</p>

No.	Questions	Answers
12.	How do I know if my application has been approved?	<p>You will receive an SMS from the Bank to inform you of the approved status. The SMS does not require acceptance if you wish to accept the offer. In the SMS, you will be informed of the starting date of your repayment plan and the new monthly instalment amount.</p> <p>However, if you <u>do not wish to accept the offer, please notify us within 3 working days</u> from receipt of the SMS.</p> <p><u>For Hire Purchase Loan/Financing:</u> Our Officers will contact you to inform about the outcome of the application.</p>
13.	Do I need to sign/ execute any agreement/ document to accept the TRA?	<p>Following the SMS in item 12, a Supplementary Letter of Offer/Notification Letter will be mailed to you by post, referencing the SMS, for your safekeeping but it does not need to be signed or returned to us.</p> <p><b><u>For Hire Purchase Loan/ Financing</u></b> Both hirer and guarantor (if any) will need to sign a Variation Agreement. Signing can be done at:</p> <ol style="list-style-type: none"> <li>1. any Auto Finance Centre or Regional Asset Quality Management Centre nearest to you. Please <a href="#">click here</a> for the full list.</li> <li>2. your home branch.</li> <li>3. If you wish to execute the Variation Agreement at another branch, please inform us 2 working days in advance for the necessary arrangements to be made.</li> </ol> <p>The Hire Purchase Loan/ Financing Variation Agreement can also be executed via email. If you wish to do so, please inform our officers and a copy of the Variation agreement will be emailed to you.</p> <p>Upon receiving the Variation Agreement, kindly acknowledge acceptance of the agreement and email back to our officer.</p> <p>For your safety and convenience, you may make an appointment ahead of your visit to the branch or Auto Finance Centre or Regional Asset Quality Management Centre via Maybank EzyQ. <a href="#">Click here</a> to make your appointment. For Hire Purchase, please select 'Automobile Finance' for the service required.</p> <p>Note:</p> <ol style="list-style-type: none"> <li>1. Not applicable to Personal Loan/Financing-i on fixed rate and Credit Card/Credit Card-i for individuals only</li> <li>2. For Islamic financing facility that involves new aqad execution or change of Shariah contract, you will need to sign a Supplemental Letter of Offer. The Bank will contact you should it be required.</li> </ol>

No.	Questions	Answers
14.	<p>I have accepted the Repayment Assistance Plan and signed / executed a set of agreement.</p> <p>If I apply for the TRA, do I need to execute a new set of agreement?</p>	<p>Yes, you are required to sign / execute a new set of terms which will supersede the earlier Repayment Assistance Plan agreement. Please refer to item 13.</p> <p>Note :</p> <p>Only for Hire Purchase loan/ financing</p>
15.	<p>What happens to my recurring payment in Maybank2u for my loan /financing when the TRA is approved?</p>	<p>You will need to suspend your recurring payment in Maybank2u for loan/financing that has been deferred and reinstate it after the deferred duration ends.</p> <p>If you have opted for a reduction in instalment, kindly change your recurring payment to reflect the new instalment amount for the agreed duration.</p> <p><a href="#">Click here</a> to change the settings on Maybank2u</p>
16.	<p>Do I need to inform the bank to stop my Standing Instruction for my loan /financing when the TRA is approved?</p>	<p>Standing Instruction <u>from Maybank/ Maybank Islamic</u> to Maybank Loan/ Maybank Islamic Financing Account will be:</p> <ul style="list-style-type: none"> <li>• automatically suspended for the deferred months for <b>Option 1</b></li> <li>• automatically adjusted to reflect the new monthly instalment for <b>Option 2</b></li> </ul> <p>For Standing Instructions or Auto Debit <u>from another financial institution</u> to your Maybank Loan/ Maybank Islamic Financing Account, you will need to inform that financial institution to suspend.</p>
17.	<p>Will I have to incur any processing or standing instruction fee for my TRA application?</p>	<p>The bank does not charge any processing or standing instruction fee for TRA application.</p>
18.	<p>Will there be compounded interest/ profit on my loan/ financing for TRA during the deferred payment period?</p>	<p>The interest/ profit/ term charges charged during the deferred payment period will not be compounded.</p>
19.	<p>Can I change the TRA Plan after acceptance?</p>	<p>Changes are allowed if your TRA has not been effected.</p>

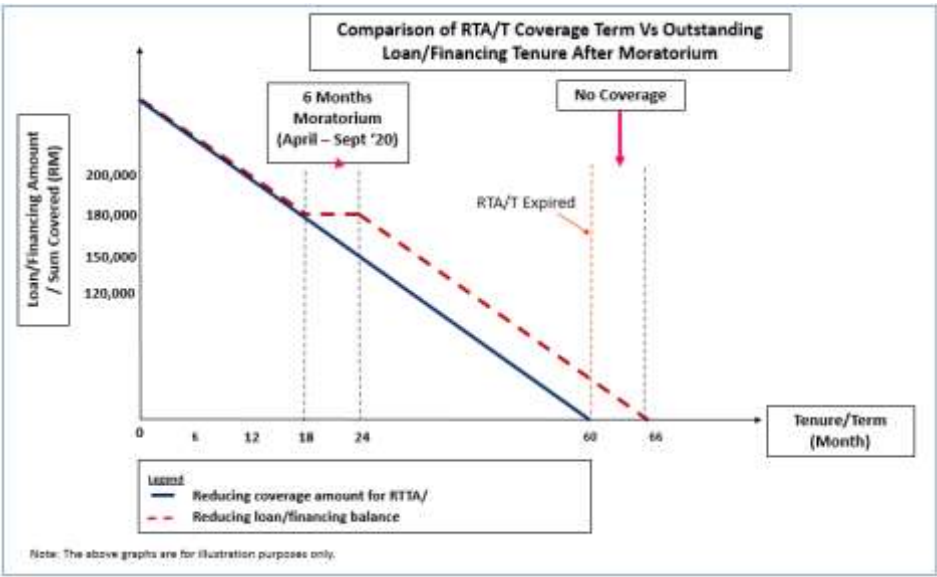


No.	Questions	Answers
20.	<p>My home loan/ financing is under joint names. One of us is under B40 while the other is not.</p> <p>Is the joint account eligible for TRA?</p>	<p>The account is eligible for TRA if the application is submitted by the B40 borrower/ customer.</p>
21.	<p>I've lost my job and cannot afford to pay my monthly instalment. Am I eligible for the TRA?</p>	<p>You are eligible for TRA if you are categorised as B40 and a recipient of Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR).</p> <p>If not, the following applies:</p> <ol style="list-style-type: none"> <li>1. Please contact us via the various methods listed in item 9 and we will work with you on a Repayment Assistance Plan that will help address the challenges you are facing. Please <a href="#">click here</a> for the Repayment Assistance FAQ.</li> <li>2. Please bring and submit along any of the following documents: <ul style="list-style-type: none"> <li>• A letter from your employer</li> <li>• Latest payslips before and after the pay cut</li> <li>• Latest 3 months bank statements where salary is credited</li> <li>• If, you are categorised as M40 and registered in the Bantuan Prihatin Nasional (BPN) database, only a self-declaration is required.</li> </ul> </li> </ol>
22.	<p>I got a pay cut/ my income has been reduced and cannot afford to pay my monthly instalment. Am I eligible for the TRA?</p>	<p>Please refer to answer in item 21</p>
23.	<p>Can I apply again for the TRA after the 3 months extension?</p>	<p>You can only apply for the TRA once.</p> <p>If you still need assistance after the TRA period, please contact us via the various methods listed in item 9 and we will work with you on a Repayment Assistance Plan that will help address the financial challenges you are facing.</p>
24.	<p>Can I opt out from the TRA if my financial position recovers?</p>	<p>Yes, you can opt out from the TRA at any time.</p> <p>Just resume paying your original instalment or any amount higher than the TRA plan instalment. No notification is required.</p> <p><b><u>For Hire Purchase Loan/ Financing</u></b></p> <p>You cannot opt out once the TRA plan has been effected.</p>

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No.	Questions	Answers
25.	Do I need to make payment for my loan/financing while waiting for the outcome of my TRA application?	<p>Yes, you are required to continue to make payment while waiting for the outcome of your TRA application.</p> <p>However, please be assured that we will endeavour to process your application speedily to assist you to manage your financial commitments during this period.</p>
26.	After my TRA ends, will my loan/financing automatically revert to the Repayment Assistance Plan that I accepted earlier?	<p>Once accepted, your TRA terms will supersede the Repayment Assistance Plan you accepted earlier.</p> <p>However, if you still need further assistance, please contact us via the various methods listed in item 9 and we will work with you on a Repayment Assistance Plan that will help address the financial challenges you are facing.</p>
27.	Is this TRA only for <u>one time application</u> ?	Yes, it is a one-time application.
28.	Will the TRA plans have any impact on my CCRIS record?	The TRA plans will not have an impact on your CCRIS record if your loan/financing is not in arrears for more than 90 days.
29.	Both of my TRA & Repayment Assistance Plan applications were rejected. Can I appeal?	<p>You can appeal for your Repayment Assistance Plan application with additional justification/ supporting documents.</p> <p>Alternatively, you can seek assistance from Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency which provides advisory services and assistance to individual borrowers/customers in managing their finances.</p>
30.	I'm currently enrolled under AKPK Debt Management Program. Can I also apply for TRA?	<p>If you are currently enrolled under AKPK's Debt Management Program, you will not be able to apply for TRA. You will have to terminate your existing Program with AKPK before submitting the request for TRA.</p> <p>Alternatively, you may approach AKPK if you are facing difficulties servicing the agreed amount with them.</p>

## FAQ on Insurance Protection/ Takaful Coverage for Loans/Financing which accepted 6 months moratorium and/or TRA

No.	Questions	Answers
1.	I have accepted the 6 months moratorium (April 2020 to Sept 2020) and/or TRA. How does the moratorium and/or TRA affect my existing insurance/ takaful coverage?	<p>Due to the extended loan/financing repayment period (as a result of the moratorium and/or TRA), your insurance/takaful coverage will end earlier than your new loan/financing tenure. Hence, there is a <b>RISK OF NO COVERAGE</b> during the extended loan/financing repayment period as illustrated in the diagram below.</p> <p>Moreover, if the coverage taken is a reducing term coverage, the insurance/takaful coverage will continue to reduce during the moratorium period as stated in your policy/certificate.</p> <p>This means your loan/financing balances will be higher than your insurance/takaful coverage resulting in a protection gap.</p> <p><b>Assumption:</b> Original Reducing Term Assurance/Takaful Coverage Tenure 60 months (5 years) Loan/Financing applied for 6 months Moratorium (April to September 2020)</p>  <p>Note: The above graphs are for illustration purposes only.</p>
2.	I have accepted the 6 months moratorium and/or TRA, is it then compulsory to have the insurance/takaful coverage for the extended loan/financing repayment period?	<p>While it is not compulsory, having an additional coverage for the extended loan/financing repayment period will protect you and your family against outstanding loan/ indebtedness amount, in the event of death or Total Permanent Disability (TPD) prior to age 70.</p> <p>The risk/ protection gap started from the first month of moratorium i.e. April 2020 onwards. Hence, the longer the moratorium is being extended, the bigger the protection gap will be.</p>

3.	<b>What is my option for additional insurance/takaful coverage to address the protection gap?</b>	<p>We recommend that you take up Etiqa's Credit Level Term Assurance/Takaful (CLTA/T) or any insurance/takaful operators of your choice approved by us for additional coverage at a minimum amount of RM10,000 and for a minimum coverage period of 5 years.</p> <p><b><u>For Hire Purchase</u></b>          You may sign up for additional Takaful Auto Credit Plan (TACP) coverage for your vehicle with any of our Auto Finance Centre for the extended loan/financing repayment period.</p>
4.	<b>How do I apply/sign up for additional coverage under CLTA/T?</b>	<p>To apply/sign up for CLTA/T with Etiqa, please contact Etiqa Contact Centre with details as shown below and we will assist you further:</p> <p>Etiqa Online: 1300 13 8888</p> <p>Email: <a href="mailto:bancasupport@etiqa.com.my">bancasupport@etiqa.com.my</a></p> <p>For more details on the insurance protection/ takaful coverage for your mortgage loan/home financing, please read the FAQs (<a href="#">Takaful</a>) (<a href="#">Insurance</a>).</p> <p><b><u>For Hire Purchase</u></b>          Kindly visit or call our Auto Finance Centres</p> <p><a href="#">Click here</a> for the list of Auto Finance Centres</p>