

Updated as at 18 May 2021

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

No.	Questions	Answers
1.	<p>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>	<p>SME customers who are eligible for the additional Targeted Repayment Assistance (TRA) announced at the 2021 budget speech are :</p> <p>Microenterprises, as defined by SME Corporation Malaysia, with approved loans/financing amount of up to RM150,000 per facility with</p> <ul style="list-style-type: none"> • Sales turnover less than RM300,000; or • Less than 5 full-time employees <p>Note:</p> <ol style="list-style-type: none"> 1. Only for customers whose loans/financing are approved before 1 October 2020 and not in arrears for more than 90 days will be eligible. 2. Excludes Charge Card and SMEs under winding up/bankruptcy proceedings or wound up/ adjudicated bankrupts 3. For Hire Purchase financing, excludes customers who are having Blanket Hire Purchase facility 4. For Islamic financing facility, the term “repayment” shall be referred as “payment” throughout the FAQs.
2.	<p>What does the TRA plan offer?</p>	<p>As announced, eligible customers will be able to request for</p> <p><u>Option 1:</u> 3 month deferment of their monthly instalment</p> <p><u>Option 2 :</u> 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"> 1. 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. 2. For Hire Purchase Loan/Financing, borrowers will be offered revised instalment schedule that is consistent with the provisions of the Hire Purchase Act 1967. 3. Hirers are encouraged to keep the extension of their 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. 4. Eligibility for deferment for Trade bills facilities is subject to the features of the facilities whether extension in tenure is allowed.

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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 is an example <i>(for illustration purposes only)</i> to help you understand the impact on your total loan / financing payment when you sign up for TRA</p> <p>Loan/Facility Amount : RM73,500-00 Current Balance : RM67,188.96 Interest/Profit rate/Term Charges : 5.40% Original Tenure : 240 months Remaining Tenure : 202 months</p> <table border="1"> <thead> <tr> <th></th> <th>As per Current Repayment/ Payment Schedule</th> <th>TRA Option 1: Defer instalment for 3 Months (no extension in tenure)</th> <th>TRA Option 2: 50% Instalment for 6 Months (no extension in tenure)</th> </tr> </thead> <tbody> <tr> <td>Monthly Instalment</td> <td></td> <td></td> <td></td> </tr> <tr> <td>- 1st 3 Months</td> <td>RM555</td> <td>RM0</td> <td></td> </tr> <tr> <td>- 4th Month onwards (after 3-month deferment ends)</td> <td>RM555</td> <td>RM568</td> <td></td> </tr> <tr> <td>Monthly Instalment</td> <td></td> <td></td> <td></td> </tr> <tr> <td>- 1st 6 Months</td> <td></td> <td></td> <td>RM381</td> </tr> <tr> <td>- 7th Month onwards (after 6-month instalment reduction ends)</td> <td></td> <td></td> <td>RM563</td> </tr> <tr> <td>Total Loan/Financing Payment</td> <td>RM111,628</td> <td>RM113,976</td> <td>RM112,459</td> </tr> <tr> <td>Total Interest/Profit</td> <td>RM44,439</td> <td>RM45,673</td> <td>RM45,270</td> </tr> <tr> <td>Total Tenure (months)</td> <td>202</td> <td>202</td> <td>202</td> </tr> </tbody> </table> <p>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 TRA and we will be happy to assist you.</p> <p>Should you need further clarification to help you make your decision, please reach out to us.</p> <p>Note: 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 Schedule	TRA Option 1: Defer instalment for 3 Months (no extension in tenure)	TRA Option 2: 50% Instalment for 6 Months (no extension in tenure)	Monthly Instalment				- 1st 3 Months	RM555	RM0		- 4th Month onwards (after 3-month deferment ends)	RM555	RM568		Monthly Instalment				- 1st 6 Months			RM381	- 7th Month onwards (after 6-month instalment reduction ends)			RM563	Total Loan/Financing Payment	RM111,628	RM113,976	RM112,459	Total Interest/Profit	RM44,439	RM45,673	RM45,270	Total Tenure (months)	202	202	202
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No.	Questions	Answers
4.	Can I apply for the TRA if I <u>did not</u> participate in the 6 months Moratorium (Apr-Sept 2020) or accept the Repayment Assistance Package?	Yes, you can apply if you meet the eligibility criteria in item 1.
5.	Can I apply for the TRA if I have accepted the Repayment Assistance Package (since October 2020)?	Yes, you can apply if you meet the eligibility criteria in item 1.
6.	When can I apply for the TRA?	You may apply anytime now.
7.	When will the TRA come into effect once approved?	<p>Please note that applications received <u>on or before the 20th of the month</u>, will take effect in <u>the following month</u>. Meanwhile, applications which are received <u>after the 20th of the month</u> will only <u>take effect the month after</u>. In the meantime, please continue paying your instalment until the effective date of the TRA.</p> <p>Example: Application received ON or BEFORE 20th of the month</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>Example: Application received AFTER 20th of the month</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>

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8.	How do I apply for the TRA?	<p>You may apply for the TRA using the following methods:</p> <p>Contact your Relationship Manager to discuss the repayment package most suited for your business</p> <p><u>OR</u></p> <p>Log in to Maybank2u Biz / Maybank2u (for sole proprietorship) and submit your application</p> <p><u>OR</u></p> <p>Click here to visit our Maybank2u Covid-19 Repayment Assistance page.</p> <ol style="list-style-type: none"> i. Scroll down to “Kindly reach us via the following channels” for SME customers. ii. Under “Email us”, click on “Send email for TRA” button. iii. Please complete the info required in the template before sending the email. <p><u>OR</u></p> <p>Visit or call your home branch or any of our SME Centres Click here for the list of SME Centres.</p> <p>For Hire Purchase related matters, please log in to Maybank2u Biz to submit the application.</p> <p>If you don’t have access to Maybank2uBiz, you may visit or call our Auto Finance Centres or Regional Asset Quality Management Centres</p> <p>Click here for the list of Auto Finance and 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>Click here to make your appointment. For Hire Purchase, please select ‘Automobile Finance’ 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>
9.	What are the supporting documents required to apply for the TRA?	<p>No documentation is required if you are eligible as per item 1.</p> <p><u>For Hire Purchase</u></p> <p>A self-declaration on your company’s eligibility as per Item 1 is required.</p>

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No.	Questions	Answers
10.	<p>I have a few loan/ financing accounts with the bank.</p> <p>The approved limit of up to RM150,000 is it based on consolidated basis or per loan/financing account?</p>	<p>The approved limit of RM150,000 applies to each loan/ financing account.</p> <p>Example:</p> <p>Microenterprise customer with two facilities valued at RM100,000 each is eligible for TRA for both loan/ financing account replace the word facilities, as each facility is within the RM150,000 per facility limit.</p> <p><u>For Hire Purchase</u></p> <p>Customers who are having the Blanket Hire Purchase facility are not eligible for TRA even though the approved limit is up to RM150,000 per account.</p>
11.	<p>Why is my TRA application rejected?</p>	<p>Eligibility is based on those categorised as a microenterprise and one likelihood is that your company is not a microenterprise.</p> <p>Please refer to item 8 for methods to contact us, and we will work with you on a Repayment Assistance Package that will help address the financial challenges you are facing.</p> <p>Please bring along your latest 3 months bank statement (if your main account is not with Maybank).</p> <p>You may also refer to our Repayment Assistance FAQ, please click here.</p>
12.	<p>Do I need to sign/ execute any agreement/ document if I accept the TRA?</p>	<p>You will need to sign the Supplemental Letter of Offer (SLO) indicating acceptance and email to the address as stated on the letterhead of the SLO.</p> <p>You are required to return the original signed SLO to your SME Centre where your loan/financing is maintained within 3 working days.</p> <p><u>For Hire Purchase Loan/ Financing</u></p> <p>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"> 1. any Auto Finance Centre or Regional Asset Quality Management Centre nearest to you. Please click here for the full list. 2. your home branch. 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. <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 agreement, kindly acknowledge acceptance of the agreement and email back to our officer.</p>

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13.	<p>Why does the HP TRA package include an extension in loan/ facility tenure?</p>	<p>The tenure extension is offered to further ease your financial burden with a more manageable monthly instalment for a longer period, after the 3-month deferment ends. Customer can choose the tenure which is most suitable for them.</p> <p>To help you understand better, below is an example illustrating the impact of tenure extension on the monthly instalment. However, it is important that you be aware that the extension in loan/financing tenure will also result in additional borrowing/financing costs as shown in the example.</p> <p>Proposed plan Defer monthly instalment for 3 months + extend tenure for X years</p> <p>Current Monthly instalment : RM 498/month Outstanding loan/ facility amount : RM 42,400 Interest/Profit rate/Term Charges : 2.97% * Remaining tenure : 3 years (36 months)</p> <table border="1"> <thead> <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> </thead> <tbody> <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> </tbody> </table>		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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14.	<p>I have accepted the Repayment Assistance Plan and signed / executed a set of agreement. 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 12.</p>																								

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No.	Questions	Answers
15.	Do I need to inform the bank to stop my Standing Instruction for my loan /financing when the TRA is approved?	<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"> • automatically suspended for the deferred months for Option 1 • automatically adjusted to reflect the new monthly instalment for Option 2 <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>
16.	Will I have to incur any processing or standing instruction fee for my TRA application?	The bank does not charge any processing or standing instruction fee for Repayment Assistance application.
17.	Will there be compounded interest/ profit on my loan/ financing for TRA during the deferred payment period?	The interest/ profit/ term charges charged during the deferred payment period will not be compounded.
18.	Can I change the TRA Plan after acceptance?	Changes are allowed only if your TRA has not been effected.
19.	Can I apply again for the TRA after the 3 months extension?	<p>You can only apply for the TRA once.</p> <p>If you still need further assistance after the TRA period, please contact us via the various methods listed in item 8 and we will work with you on a Repayment Assistance Package that will help address the financial challenges you are facing.</p>
20.	Can I opt out from the TRA if my financial position recovers?	<p>Yes, you can opt out at any time.</p> <p>Just resume paying your original instalment or any amount higher than the TRA instalment. No notification is required.</p> <p><u>For Hire Purchase Loan/ Financing</u> You cannot opt out once the TRA has been effected.</p>
21.	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>

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No.	Questions	Answers
22.	After the TRA ends, will my loan/financing revert to the Repayment Assistance Plan that I accepted earlier?	Once accepted, your TRA terms will supersede the RA plan you accepted earlier. If you still need further assistance, please contact us via the various methods listed in item 8 and we will work with you on a Repayment Assistance Plan that will help address the financial challenges you are facing.
23.	Is this TRA only for <u>one time application</u> ?	Yes, it is a one-time application.
24	Will the TRA Plan have any impact on my CCRIS record?	The TRA plan will not have an impact on your CCRIS record if your loan/financing facility is performing and not in arrears for more than 90 days.
25.	Both my TRA & Repayment Assistance applications were rejected. Can I appeal?	You can appeal for your Repayment Assistance with additional justification/ supporting documents. 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.
26.	I'm currently enrolled under AKPK's Debt Management Program. Can I also apply for TRA?	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. Alternatively, you may approach AKPK if you are facing difficulties servicing the agreed amount with them.

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?	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 RISK OF NO COVERAGE during the extended loan/financing repayment period as illustrated in the diagram below. 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. This means your loan/financing balances will be higher than your insurance/takaful coverage resulting in a protection gap. Assumption: Original RTA/T Coverage Tenure 60 months (5 years) Loan/Financing applied for 6 months Moratorium (April to September 2020)

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		<p>Comparison of RTA/T Coverage Term Vs Outstanding Loan/Financing Tenure After Moratorium</p> <p>Y-axis: Loan/Financing Amount / Sum Covered (RM) X-axis: Tenure/Term (Month)</p> <p>Legend: — Reducing coverage amount for RTA/T - - Reducing loan/financing balance</p> <p>Note: The above graphs are for illustration purposes only.</p>
2.	<p>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>	<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/financing 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.	<p>What is my option for additional insurance/takaful coverage to address the protection gap?</p>	<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>Note : Not applicable to Business Hire Purchase</p>
4.	<p>How do I apply/sign up for additional coverage under CLTA/T?</p>	<p>To apply/sign up for CLTA/T, 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: bancasupport@etiqa.com.my</p> <p>For more details on the insurance protection/ takaful coverage for your mortgage loan/financing, please read the FAQs (Takaful) (Insurance).</p>