

FAQs ON REPAYMENT ASSISTANCE FOR INDIVIDUAL CUSTOMERS (As at 18 May 2021)

No.	Questions	Answers
1.	Is Maybank providing any help to customers who cannot make payment after the moratorium ends?	<p>We have Repayment Assistance Plans available for Maybank customers who require extended support after the moratorium ended.</p> <p>Please reach out to us if you need further support. We will discuss the options best suited to address your needs.</p> <p>Note: For Islamic financing facility, the term “repayment” shall be referred as “payment” throughout the FAQs.</p>
2.	How do the Repayment Assistance Plans work?	<p>Repayment Assistance Plans are options available to assist Maybank customers who require extended support after the 6-month moratorium (April 2020 to September 2020) ends.</p> <p>The Repayment Assistance will be tailored to best suit your needs and address the challenges you are facing - be it loss of employment or reduction in salary. This may include extension of moratorium (for those who lost employment), rescheduling of loan/financing facility to extend the tenure or restructuring the loan/financing to match your cashflow and payment capabilities that have been impacted by the Covid-19 pandemic.</p>
3.	Who is eligible?	<p>All Maybank individual customers with loan/financing denominated in Ringgit Malaysia and impacted by the Covid-19 pandemic.</p> <p>For loans/financing disbursed <u>after</u> 1st April 2020 which require Repayment Assistance, please discuss your options with our Branch personnel / Center Manager or your Relationship Manager.</p> <p>Each application will be assessed on a case-to-case basis.</p> <p><i>Note: Excludes Credit Card/-i, Charge Card and Corporate Card/-i, and individuals under bankruptcy proceedings or adjudicated bankrupts.</i></p>
4.	Can I apply for the Repayment Assistance Plans if I did not participate in the earlier Moratorium?	<p>Yes, you can apply if you have loan/financing denominated in Ringgit Malaysia and are impacted by the Covid-19 pandemic.</p>
5.	When can I apply for the Repayment Assistance?	<p>You may apply anytime now.</p>

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6.	How do I apply for the Repayment Assistance Plans?	<p>You may apply for the Repayment Assistance using the following methods:</p> <p>Log in to Maybank2u 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 individual customers. ii. Under “Email us”, click on “Send email for RA” button. iii. Complete the info required in the template before sending the email. <p><u>OR</u></p> <p>Visit or call any of our branches nationwide Click here 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>Click here 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>Click here to make your appointment. For HP, please select ‘Automobile Financing’ for the service required.</p> <p><i>Please bring along the required documents as stated in item 7 when you visit</i></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>
7.	What are the supporting documents required to apply for the Repayment Assistance Plans?	<ul style="list-style-type: none"> • For salary earners : Latest 1 month salary slip • For self-employed: <ul style="list-style-type: none"> ○ If your main account is with Maybank, no document is required ○ If your main account is with other banks, latest 3 months bank statement

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8.	Will the Repayment Assistance increase my cost of borrowing/ financing?	<p>It is important that you be aware the Repayment Assistance 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 two examples (<u>for illustration purposes only</u>) to help you understand the impact on your total loan/ financing payment when you sign up for Repayment Assistance.</p> <p><u>Example: Mortgage/Retail/Home Financing (Variable Rate Financing)</u></p> <p>Sample Repayment Assistance Plan :-</p> <ul style="list-style-type: none"> - Defer monthly instalment for 3 months; followed by - Pay 50% of existing instalment for 9 months; followed by - Pay 70% of existing instalment for subsequent 6 months - Thereafter, new instalment with loan tenure extended for 3 years <p>Loan/ Financing Amount : RM176,306 Interest/Profit Rate/Term Charges : 3.25% Remaining Tenure : 20 years</p> <table border="1"> <thead> <tr> <th></th> <th>As per Current Repayment Schedule</th> <th>With a sample Repayment Assistance Plan</th> </tr> </thead> <tbody> <tr> <td>Monthly Instalment</td> <td></td> <td></td> </tr> <tr> <td>- 1st 3 Months</td> <td>RM1,000</td> <td>RM0</td> </tr> <tr> <td>- 4th to 12th Month</td> <td>RM1,000</td> <td>RM500</td> </tr> <tr> <td>- 13th to 18th Month</td> <td>RM1,000</td> <td>RM700</td> </tr> <tr> <td>- 19th Month onwards</td> <td>RM1,000</td> <td>RM950</td> </tr> <tr> <td>Total Payable</td> <td>RM240,000</td> <td>RM253,864</td> </tr> <tr> <td>Total Interest/Profit</td> <td>RM63,694</td> <td>RM77,558</td> </tr> <tr> <td>Total Tenure (years)</td> <td>20</td> <td>23</td> </tr> </tbody> </table> <p><u>Example 2: Hire Purchase Financing (Fixed rate financing)</u></p> <p>Loan/Financing Amount : RM42,400-00 Interest/Profit Rate/Term Charges : 2.97% Original Tenure : 108 months Remaining Tenure : 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</td> <td></td> <td></td> <td></td> </tr> <tr> <td>- 1st 3 Months</td> <td>RM498</td> <td>RM0</td> <td>RM0</td> </tr> <tr> <td>- 4th Month onwards</td> <td>RM498</td> <td>RM407</td> <td>RM335</td> </tr> <tr> <td>Total Remaining Hiring Charges/Term Charges</td> <td>RM531</td> <td></td> <td></td> </tr> </tbody> </table>		As per Current Repayment Schedule	With a sample Repayment Assistance Plan	Monthly Instalment			- 1st 3 Months	RM1,000	RM0	- 4th to 12 th Month	RM1,000	RM500	- 13th to 18th Month	RM1,000	RM700	- 19th Month onwards	RM1,000	RM950	Total Payable	RM240,000	RM253,864	Total Interest/Profit	RM63,694	RM77,558	Total Tenure (years)	20	23		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	RM498	RM0	RM0	- 4th Month onwards	RM498	RM407	RM335	Total Remaining Hiring Charges/Term Charges	RM531		
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9.	I've lost my job and cannot afford to pay my monthly instalment after the moratorium ends. What can the Bank do to help me?	<p>Please contact us via the various methods listed in item 6 and we will work with you on a Repayment Assistance Plan that will help address the challenges you are facing.</p> <p>Please submit or bring along the documents as listed in item 7.</p>												
10.	I got a pay cut/ my income has been reduced and cannot afford to pay my monthly instalment after the moratorium ends. What can the Bank do to help me?	<p>Please contact us via the various methods listed in item 6 and we will work with you on a Repayment Assistance Plan that will help address the challenges you are facing.</p> <p>Please submit or bring along any of the following documents:</p> <ul style="list-style-type: none"> - a letter from your employer - latest payslips before and after pay cut - latest 3 months bank statements where salary is credited 												
11.	How would I know if my application is being reviewed by the Bank?	<p>Upon receipt of your application via weassist@maybank.com, an automated email will be sent to you acknowledging receipt of your submission. If you apply by logging in to Maybank2u, you will receive an acknowledgement receipt upon completion of application. Please save the receipt for your record.</p> <p><u>For Hire Purchase Loan/Financing:</u> Our Officers will contact you to perform the necessary verification.</p>												
12.	When will I know the outcome for my application?	<p>We aim to provide the result within 5 calendar days upon receiving your <u>complete application (together with the required documents)</u>. However, there may be a delay if we are experiencing a high volume of requests.</p>												

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		<p>You will receive an SMS from the Bank to inform you on the outcome of the application. 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.	<p>Do I need to sign/ execute any agreements/ documents accepting the Repayment Assistance Plan?</p>	<p>Following the SMS in item 12, a Supplemental Letter of Offer/Notification letter will be mailed to you by post, referencing the SMS sent earlier, but it does not need to be signed or returned to us.</p> <p><u>For Hire Purchase Loan/ Financing</u> 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"> any Auto Finance or Regional Asset Quality Management Centre nearest to you. Please click here for the full list. your home branch. 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 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.</p> <p>Click here to make your appointment. For HP, please select 'Automobile Financing' for the service required.</p> <p>Note: For Islamic financing which 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.</p>

No.	Questions	Answers
14.	Will I have to incur any processing or standing instruction fee for my Repayment Assistance application?	The bank does not charge any processing or standing instruction fee for Repayment Assistance application.
15.	Will there be compounded interest/ profit on my loan/financing for Repayment Assistance Plan with extended moratorium duration?	The interest/ profit/term charges charged during the extended moratorium duration will not be compounded.
16.	Can I change the Repayment Assistance Plan after acceptance?	Changes are allowed only if your Repayment Assistance Plan has not been effected.
17.	Can I opt out from the Repayment Assistance if my financial position recovers?	Yes, you can opt out from the Repayment Assistance at any time. Just resume paying your original instalment or any amount higher than the Repayment Assistance Plan instalment. No notification is required. <u>For Hire Purchase Loan/ Financing</u> You cannot opt out once the Repayment Assistance Package has been effected.
18.	Do I need to make payment whilst waiting for the outcome of my Repayment Assistance application?	Yes, you are required to make payment while waiting for the outcome of your Repayment Assistance application.
19.	My Repayment Assistance application is rejected. Can I appeal?	You can appeal 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.
20.	What if I'm still facing financial problem after the first Repayment Assistance plan ends, can I apply for further assistance?	Please contact us via the various methods listed in item 6 and we will work with you on a Repayment Assistance Plan that will help address the challenges you are facing. You can also email us at weassist@maybank.com , please indicate in the e-mail title as "Request for RA extension"
21.	I'm currently enrolled under AKPK's Debt Management Program. Can I also apply for Repayment Assistance?	If you are currently enrolled under AKPK's Debt Management Program, you will not be able to apply for Repayment Assistance . You will have to terminate your existing Program with AKPK before submitting the request for Repayment Assistance. Alternatively, you may approach AKPK if you are facing difficulties servicing the agreed amount with them.

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FAQ on Insurance Protection/ Takaful Coverage for Loans/Financing which accepted 6-month moratorium and/or Repayment Assistance

No.	Questions	Answers
1.	I have accepted the 6 months moratorium (April 2020 to Sept 2020) and/or Repayment Assistance. How do/does the moratorium and/or Repayment Assistance affect my existing insurance/takaful coverage?	<p>Due to the extended loan/financing repayment period (as a result of the moratorium/ Repayment Assistance), your insurance/takaful coverage will end earlier than your new loan/facility tenure. Hence, there is a RISK OF NO COVERAGE during the extended 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> <div data-bbox="587 840 1544 1406" data-label="Figure"> <p>Note: The above graphs are for illustration purposes only.</p> </div> <p>Assumption: Original Reducing Term Assurance/Takaful Coverage Tenure 60 months (5 years) Loan/Financing applied for 6 months Moratorium (April to September 2020)</p>
2.	I have accepted the 6 months moratorium and/or Repayment Assistance, 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.	What is my option for additional insurance/takaful coverage to address the protection gap?	<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><u>For Hire Purchase</u> 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.	How do I apply/sign up for additional coverage under CLTA/T?	<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: bancasupport@etiqa.com.my</p> <p>For more details on the insurance protection/ takaful coverage for your mortgage loan/home financing, please read the FAQs (Takaful) (Insurance).</p> <p><u>For Hire Purchase</u> Kindly visit or call our Auto Finance Centres</p> <p>Click here for the list of Auto Finance Centres</p>