

Dear Valued Customer,

If you are reading this, you are most likely interested to know about the financial reliefs or moratorium offered by Maybank/ Maybank Islamic 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 Care Hotline: 1300 88 6688, press *1 for moratorium
- Email: mgcc@maybank.com.my

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

FAQs ON CREDIT CARD RELIEF ASSISTANCE **(AS AT 10 APRIL 2020)**

No	Questions	Answers
General Queries on Moratorium and Credit Card Relief Assistance		
1	What does 'moratorium' mean?	Moratorium means 'defer' in this context. Effectively, this means that individual borrowers/ customers will be able to defer their loan/ financing payment to a later date.
2	What does the BNM announcement on moratorium mean to loan/ financing borrowers?	An automatic 6-month moratorium is granted to all Conventional and Islamic consumer and SME, Ringgit Malaysia denominated loans/ financing (except for Credit Card/ Credit Card-i, Charge and Corporate Card), which are not in arrears for more than 90 days as at 1 st April 2020. During this period, the payment/ repayment for eligible loan/ financing is deferred for 6 months until 1 st October 2020.
3	Since the moratorium does not cover Credit Card/ Credit Card-i and Corporate Card, what can I do to relief my outstanding balance(s)?	Cardmembers who face temporary financial constraints arising from COVID-19 pandemic can convert their Credit Card/ Credit Card-i and Corporate Card* outstanding balances into an Instalment Programme to relief financial difficulties faced by Individual and Corporate Cardmembers during this challenging time. Note: *Only applicable to Maybank Visa Corporate, American Express Gold Business & American Express Platinum Business.

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4	What does the Instalment Programme means?	The Instalment Programme enables Cardmembers to convert outstanding balances into instalments of up to 36 months (3 years) at an effective interest rate of up to 13% per annum.
5	When is the Instalment Programme effective?	The Instalment Programme takes effect on 1st April to 31st December 2020 .
6	Will my CCRIS be affected if I choose to convert my individual Credit Card/ Credit Card-i or Corporate Card outstanding balance to an Instalment Programme?	Your CCRIS record will not be adversely affected, if your individual Credit Card/ Credit Card-i or Corporate Card account is performing at the point of conversion. However, if your individual Credit Card/ Credit Card-i or Corporate Card account is already non-performing, it will continue to be reflected in your CCRIS record.
7	How will this impact my ability to take new loan/ financing or apply for Credit Card/ Credit Card-i later on?	There will be no impact. You may apply for any new loan/ financing or Credit Card/ Credit Card-i but the application is subject to the Bank's credit assessment.

Instalment Programme Eligibility

8	Am I eligible?	You are eligible provided that your account is not in arrears for more than 90 days as at 1 st April 2020.
9	Can Supplementary Cardmembers apply for this programme?	No, only Principal Cardmembers can apply for this programme but the conversion takes effect for the Supplementary Card account balances (if any), as well.
10	I am a foreigner, am I eligible?	Yes, as per item 8.
11	When will the automatic balance conversion take effect?	Automatic outstanding balance conversion to Instalment Programme will take <u>effect on the statement cycle date</u>. The 1 st monthly instalment will be posted 1 day after the statement cycle date, i.e. statement cycle is 3 rd April, and the 1 st instalment will be posted on 4 th April. You may view in Maybank2u on 5 th April. For Opt In request, it takes <u>effect after the application is received</u>. If your application is received after your recent statement cycle date, the conversion of the outstanding balance will only take effect on the following statement cycle date.

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12	Is there any minimum amount for the conversion of individual Credit Card/ Credit Card-i or Corporate Card outstanding balance to Instalment Programme?	Yes, the minimum amount is RM500 to be eligible for Instalment Programme of up to 36 months (3 years).
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Apply for Instalment Programme		
13	Do I need to apply for the Instalment Programme?	<p>Yes. You are required to apply.</p> <p><u>For Individual Credit Card/ Credit Card-i</u></p> <ul style="list-style-type: none"> • Please click here and fill out the Credit Card Relief Assistance form by 31 December 2020. • Do indicate which card you wish to convert into instalment. <p>If you do not have a Maybank2u account yet, click here for more information on how to register for it online.</p> <p><u>For Corporate Card</u></p> <ul style="list-style-type: none"> • Please send your application on the Credit Card Relief Assistance via email to colln@maybank.com.my by 31 December 2020. • Do indicate which card you wish to convert into instalment. <p>However, if you have not been able to meet the minimum monthly payment for 3 consecutive months, the Bank will automatically convert your Credit Card/ Credit Card-i and Corporate Card outstanding balances into an Instalment Programme of not more than 3 years at an effective interest rate of not more than 13% per annum.</p>
14	If I do not want to take up the Instalment Programme, what should I do?	You may continue to service your Credit Card/ Credit Card-i and Corporate Card payment as usual. No other action is required.
15	I have multiple Credit Card/ Credit Card-i or Corporate Card and <u>do not wish</u> to take up the Instalment Programme for all of them. What should I do?	<p>Same as item 13 above; OR</p> <p>For those Credit Card/ Credit Card-i and Corporate Card that you do not wish to take up, please continue to service your Credit Card/ Credit Card-i and Corporate Card payment as usual.</p>

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16	I have two credit cards. Can I convert both credit card balances into one Instalment Programme?	The conversion into Instalment Programme is done on a per card basis.
17	Can I exit the Instalment Programme midway? Is there a termination fee?	Yes, you may exit midway and there is no termination fee. The remaining outstanding balance will be charged in full and you may service your payment/ repayment either in full or minimum payment as per your monthly statement.
18	After I submit the request for the Instalment Programme, can I request for change in tenure?	Changes are not allowed.
19	In the event my application for conversion to the Instalment Programme was not approved, can I request for the deferment package under the moratorium?	No, the 6-month payment deferment announced by Bank Negara Malaysia is not applicable to Credit Card/ Credit Card-i and Corporate Card outstanding balances.

Payments Related

20	After the first automatic conversion, if I am unable to meet my Credit Card/ Credit Card-i minimum repayment/ payment again, will the Bank convert the balance into an Instalment Programme?	No. The automatic conversion into Instalment Programme will only be done once during the period from 1 st April to 31 st December 2020.
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Others

21	Am I given the option/ flexibility to choose the Instalment Programme period?	Yes, there are 4 instalment periods (tenure) - 6, 12, 24 and 36 months - which you can select. Note: The above options are <u>not available for automatic conversion</u> of Credit Card/ Credit Card-i and Corporate Card outstanding balance, which will be converted to 36 months instalment only.
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22	<p>If my credit card outstanding balance is converted into an Instalment Programme, can I still use my Credit Card?</p>	<p>Yes, you can continue to use the Credit Card up to the remaining credit limit after taking into account the balance converted into an instalment.</p> <p>The outstanding balance converted into the Instalment Programme is treated as part of the credit card limit. In addition, the monthly instalments will then form part of the minimum monthly repayment/ payment amount on the Credit Card.</p> <p>Note: The above does not apply to those who fall under the automatic conversion of Credit Card balances.</p>																					
23	<p>If I apply for the Instalment Programme, will the remaining balance under my existing normal instalment plan (e.g. EzyCash, EzyPay, EzyPay Plus, CashTreats, Balance Transfer), be included in this new Instalment Programme?</p>	<p>The Bank will convert only the outstanding balance stated in your Credit Card statement cycle date and not the remaining unbilled amount that is not reflected in the statement cycle date.</p> <p>For example:</p> <p style="text-align: center;">Statement Cycle Date: 6th of every month Existing EzyPay Instalment Plan remaining balance as of May 2020: RM400</p> <hr/> <p style="text-align: center;">Apply Instalment Programme on 1st May 2020.</p> <p style="text-align: center;">The conversion will only take RM100 as reflected in the 6th May 2020 statement cycle.</p> <table style="margin-left: auto; margin-right: auto; border-collapse: collapse;"> <tr> <td style="text-align: right; padding-right: 10px;">Monthly payment for existing instalment plan</td> <td style="text-align: center; padding: 0 5px;">RM100</td> </tr> <tr> <td></td> <td style="text-align: center;">Mar</td> <td style="text-align: center;">Apr</td> <td style="text-align: center;">May</td> <td style="text-align: center;">Jun</td> <td style="text-align: center;">Jul</td> <td style="text-align: center;">Aug</td> </tr> <tr> <td></td> <td style="text-align: center;">PAID</td> <td style="text-align: center;">PAID</td> <td style="text-align: center;">X</td> <td style="text-align: center;">X</td> <td style="text-align: center;">X</td> <td style="text-align: center;">X</td> </tr> </table> <p style="text-align: center;">The balance of RM300 (Jun – Aug) will not be converted</p>	Monthly payment for existing instalment plan	RM100	RM100	RM100	RM100	RM100	RM100		Mar	Apr	May	Jun	Jul	Aug		PAID	PAID	X	X	X	X
Monthly payment for existing instalment plan	RM100	RM100	RM100	RM100	RM100	RM100																	
	Mar	Apr	May	Jun	Jul	Aug																	
	PAID	PAID	X	X	X	X																	
24	<p>Will there be any notification sent to me?</p>	<p>Upon receiving your application, an acknowledgment will be sent via email within 48 hours.</p> <p>Once your outstanding balance conversion takes effect into Instalment Programme, we will send an email or post a letter to you detailing the conversion.</p>																					

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