

Dear Valued Customer,

If you are reading this, you are most likely interested to know about the financial reliefs or 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, press \*1 for moratorium
- Email: [mgcc@maybank.com.my](mailto:mgcc@maybank.com.my)

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

#### FAQs ON MORATORIUM TO ASSIST INDIVIDUAL CONSUMERS (AS AT 1 MAY 2020)

No	Questions	Answers
<b>General Queries on Moratorium / Deferment of Loan/ Financing</b>		
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 repayment to a later date.
2	What does the BNM announcement on moratorium mean to loan/financing borrowers/customers?	An <b>automatic 6-month moratorium</b> is granted to all Conventional & Islamic consumer and SME, Ringgit Malaysia denominated loans/financing (except for Hire Purchase Loan/Financing-i, Credit Card/Credit Card-i, Charge and Corporate Card), which are not in arrears for more than 90 days as at 1 April 2020.  During this period, the repayment for eligible <b>loan/financing is deferred for 6 months until 1<sup>st</sup> October 2020.</b>
3	When is the moratorium effective?	The moratorium automatically takes effect on <b>1st April to 30th September 2020.</b>
4	What type of loans/financings are included in the automatic moratorium?	Products which are eligible are: <ul style="list-style-type: none"> <li>• Maybank Mortgage Loan/Financing-i</li> <li>• Maybank Personal Loan/Financing-i</li> <li>• Maybank Overdraft/Cash Line-i</li> <li>• Maybank ASB Loan/Financing-i</li> <li>• Maybank Education Loan/Financing-i</li> <li>• Maybank SME Loan/Financing-i</li> </ul> Excludes Hire Purchase Loan/Financing-i, Credit Card/Credit Card-i, Charge and Corporate Card, Lombard Credit and Overdraft secured against shares & stock.

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No	Questions	Answers
5	Will I be charged additional interest /profit on the instalment amount that is deferred by 6 months during the period?	<p>For conventional and Islamic loans/financing, the interest/profit will continue to be charged on the balance outstanding and accrued during this period.</p> <p>However the interest/profit will not be compounded, i.e interest/profit will not be charged on the interest/profit that has been accrued during the 6 months deferment.</p> <p>For personal loan/financing, which are on flat rate, the interest/profit will remain the same and there will not be any additional interest/profit rate on the deferred instalment amount.</p>
6	My account is currently 2 months in arrears as at 1 April 2020. Will my CCRIS be reporting 2 months in arrears, or 0 during the 6 months moratorium?	<p>The account status as at 1<sup>st</sup> April 2020 will remain unchanged throughout the moratorium period.</p> <p>In this example, the account status remains at 2 months in arrears in CCRIS until 30<sup>th</sup> September 2020. Unless you choose to pay off the arrears; or the loan/financing is rescheduled and restructured, during the moratorium period.</p>

Automatic Moratorium Eligibility		
7	Am I eligible?	<p>You are automatically eligible if your loan/financing is:</p> <ul style="list-style-type: none"> <li>not more than 90 days in arrears as at 1<sup>st</sup> April 2020; and</li> <li>denominated in Malaysian Ringgit</li> </ul> <p>As a principle, loans/financings denominated in foreign currencies are not eligible for the automatic moratorium.</p> <p>However, you may apply to restructure and reschedule foreign currency-denominated facilities, which may include payment/repayment moratoriums.</p> <p>You may apply to our Early Care Centre by emailing us at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a>. The application is subject to the Bank's approval.</p>
8	I am a foreigner, am I eligible?	Same as item 7 above.
9	Do I need to apply for the moratorium?	You do not have to apply if your loan/financing is eligible.

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10	My loan/financing repayment has been in arrears for 90 days / over 90 days. Will I be eligible for the automatic moratorium?	<p><b>Scenario 1: Arrear for <u>90 days on 1<sup>st</sup> April 2020</u></b> You are automatically eligible.</p> <p><b>Scenario 2: Arrears <u>over 90 days</u></b> To be eligible, please settle your arrears before 1<sup>st</sup> April 2020 in order to enjoy the automatic moratorium which is applicable to loans/financings which are not in arrears for over 90 days.</p>
11	I have multiple loans/financings and one of these loans/financing is in default, would the other loans/financings account qualify for the moratorium?	The moratorium eligibility is per loan/financing account.
12	Can borrowers/customers with loans/financings disbursed after 1 <sup>st</sup> April 2020 qualify for the automatic moratorium?	<p>For new loan/financing approved or disbursed <b>after 1<sup>st</sup> April 2020</b>, the moratorium will not be automatic, and is subject to the Bank's assessment and approval.</p> <p>You may apply via our Early Care Centre by emailing us at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a>.</p> <p>Assessment is subjected to the loan/financing meeting the criteria below:</p> <ul style="list-style-type: none"> <li>not more than 90 days in arrears as at 1<sup>st</sup> April 2020; and</li> <li>denominated in Malaysian Ringgit</li> </ul>
13	Is there a minimum outstanding balance or remaining tenure to qualify for the moratorium?	There is no minimum outstanding balance or remaining tenure to qualify for the automatic moratorium.
14	My loan/financing was restructured & rescheduled (R&R) before 1 <sup>st</sup> April.  Am I still eligible for this moratorium?	<p>Yes, loans/financings under R&amp;R are eligible for the automatic moratorium subject to meeting the criteria below:</p> <ul style="list-style-type: none"> <li>not in arrears for more than 90 days as at 1<sup>st</sup> April, 2020; and</li> <li>denominated in Malaysia Ringgit</li> </ul>
15	I'm currently enrolled under the AKPK Program. Am I eligible for the automatic moratorium?	<p>Yes, you are eligible. However, you are advised to contact AKPK to discuss options available to borrowers/customers under AKPK Programme.</p> <p>If you are paying directly to the Bank, you may drop an email to our Early Care Centre at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a> for assistance.</p>

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No	Questions	Answers
<b>Opt-Out of the Automatic Moratorium</b>		
16	If I <u>do not want</u> to take up the automatic moratorium, what should I do?	<p>If you <b>do not wish</b> to participate in the moratorium:</p> <ul style="list-style-type: none"> <li>• you may continue paying your monthly instalment for the said account(s).</li> <li>• if you have a standing/auto debit instruction from your Maybank account to pay for these accounts, please <a href="#">click here</a> to log in to Maybank2u and fill out the form so that your standing/auto debit instruction will not be suspended.</li> </ul> <p>If you do not have a Maybank2u account yet, <a href="#">click here</a> for more information on how to register for it online.</p>
17	I have multiple loans/financings and <u>do not want</u> to take up the automatic moratorium for all of them. What should I do?	<p>For the specific loans/financings which you <b>do not wish</b> to participate for the automatic moratorium:</p> <ul style="list-style-type: none"> <li>• you may continue paying your monthly instalment for the said account(s).</li> <li>• if you have a standing/auto debit instruction from your Maybank account to pay for these accounts, please <a href="#">click here</a> to log in to Maybank2u and fill out the form so that your standing/auto debit instruction will not be suspended.</li> </ul> <p>For the loans/financings which you <b>want to enrol</b> for the moratorium, there is nothing that you need to do as the enrolment is automatic.</p> <p>If you do not have a Maybank2u account yet, <a href="#">click here</a> for more information on how to register for it online.</p>
18	Can I opt-out later after the moratorium takes effect i.e. after 1 <sup>st</sup> April 2020?	<p>Yes you can. Please refer to the answer for item 16.</p> <p>Please remember to re-activate your Standing/Auto debit instruction with the Bank; or your recurring payment with Maybank2u.</p>
19	Am I able to reinstate the moratorium later after choosing to opt out?	<p>You may drop an email to our Early Care Centre at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a> for assistance.</p> <p>The application is subject to the Bank's approval and must be within the 6 months moratorium period.</p>

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No	Questions	Answers
<b>Payments Related</b>		
20	My payments are currently paid via standing instructions. Will you need my consent to cancel the instruction? Or is that automatically done too?	<p><b>Scenario 1: Standing instruction from Maybank Saving/ Current Account to Maybank Loan/Financing Account</b></p> <p>This will be automatically suspended.</p> <p><b>Scenario 2: Standing instruction from Maybank Saving/ Current Account to Other Bank Loan/Financing Account</b></p> <p>You will have to request for the suspension.</p>
21	My account has a standing instruction from another bank. Will Maybank inform the said bank to stop the standing instruction, if I have decided to continue with Moratorium?	You will need to inform your bank to suspend the Standing Instruction or auto debit.
22	What happens to my recurring payment in Maybank2u if I decided to go with Moratorium?	The recurring payment in Maybank2u for loan/financing that has been deferred will automatically be suspended accordingly and <u>automatically commences again in October 2020</u> . The reinstate duration of the recurring payment will follow your deferment duration.
23	I decide to opt out of the moratorium before 30 <sup>th</sup> September 2020. Do I need to reinstate the recurring payment on Maybank2u?	<p>Please follow the steps below:</p> <p>Step 1: Delete the existing recurring payment of the loan/financing accounts you wish to opt-out.</p> <p>Step 2: Set up a new recurring payment for the specific loan/financing accounts.</p> <p><a href="#">Click here</a> for more information on how to delete and set up recurring payments on Maybank2u.</p>
24	Can I withdraw from my EPF to pay for my mortgage loan/financing?	Yes, you can, based on the EPF statutory guidelines.
25	If my loan/financing has excess payment, can I withdraw it during the moratorium period?	<p>Yes, subject to Bank's approval.</p> <p>For personal loan/financing, customer can request for a refund of the excess payment and it will be processed as per Service Level Agreement (SLA).</p>

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No	Questions	Answers
26	What would be my new instalment amount after the end of moratorium period?	<p>As a result of the deferment:</p> <ul style="list-style-type: none"> <li>For loan/financing which is disbursed <u>BEFORE</u> 1<sup>st</sup> April 2020, the tenure of your loan/financing will automatically be extended by 6 months. Your instalment amount will remain the same, unless there is a review or revision to the Base Rate/Base Lending Rate/Base Financing Rate.</li> </ul> <p>However should you request to maintain the tenure of your loan/financing, your instalment amount will increase accordingly. Please drop an email to our Early Care Centre at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a> or call our Customer Care Hotline 1300 88 6688 for assistance.</p> <ul style="list-style-type: none"> <li>Loan/financing which is disbursed <u>AFTER</u> 1<sup>st</sup> April 2020 is not eligible for the automatic moratorium.</li> </ul> <p>For personal loan/financing which is on flat rate, the instalment amount will remain unchanged even for the final payment. You may contact us for early settlement should you choose to pay earlier.</p>
27	<p>My loan/ financing is at the maximum tenure:</p> <ul style="list-style-type: none"> <li>housing loans/financing (35 years)</li> <li>personal loans/ financing (6 years)</li> </ul> <p>Can it still be extended because the moratorium will defer my payment for 6 months?</p>	<p>Yes it can for loans/financing which are under the automatic moratorium and only for a maximum of 6 months.</p>

Others		
28	With regards to Mortgage, are loans/financing under progressive release (for properties under construction) also eligible for the automatic moratorium?	Yes, it's extended to loans/financing under progressive release, where monthly progressive interest will be accumulated during the moratorium period. However, progressive interest/profit due on 31 <sup>st</sup> March 2020 must be settled and will not be accumulated.

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No	Questions	Answers
29	Will my overdraft reduction program defer during the moratorium period?	Yes, the reduction program will be deferred for 6 months until 30 <sup>th</sup> September 2020.
30	What happens when I still need relief after the moratorium ends?	<p>You can approach us for restructuring and rescheduling (R&amp;R) after the moratorium period.</p> <p>Please contact our Early Care Centre at <a href="mailto:ecc@maybank.com">ecc@maybank.com</a> for assistance.</p>
31	How will this impact my ability to take new loan/financing later on?	There will be no impact. You may apply for new loan/financing.
32	In view that there is no payment during the moratorium period, will my account be triggered with default rate?	<p>The default rate will not be triggered during the moratorium period.</p> <p>However, if your account is 3 months in arrears during the moratorium, and if you fail to pay the next subsequent instalment after the moratorium period, the default clause will be triggered.</p>

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