

Updated as at 7 September 2021

FAQ		
REPAYMENT ASSISTANCE <sup>1</sup> FOR <u>INDIVIDUAL CUSTOMERS</u> IN LINE WITH PEMULIH		
No.	Questions	Answers
1.	<p><b>What are the Repayment Assistance (RA) plans Maybank is offering under the Pemulih package?</b></p>	<p>To assist our individual customers during the pandemic, we are offering the following Pemulih RA plans:</p> <p><u>Option 1 :</u> 6-month moratorium of monthly instalments</p> <p><u>Option 2 :</u> 50% reduction in monthly instalment for 6 months</p> <p>Applicable to:</p> <ul style="list-style-type: none"> <li>• Mortgage Loan/Financing-i</li> <li>• Personal Loan/Financing-i</li> <li>• ASB Loan/Financing-i</li> <li>• Education Loan/Financing-i</li> <li>• Hire Purchase Loan/Financing-i</li> <li>• Overdraft/Cash Line-i (<b>Option 1 only</b>)</li> </ul> <p><i>We also offer other RA plans which may better suit your financial needs. Please <a href="#">reach out to us</a> if you wish to find out more.</i></p> <p><b>Note :</b> For Hire Purchase Loan/Financing, customers will be offered a revised payment schedule that is consistent with the provisions of the Hire Purchase Act 1967.</p>
2.	<p><b>What about Credit Cards balances? What RA plan is Maybank offering under the Pemulih package?</b></p>	<p>For Credit Card/Credit Card-i*, customers can convert their outstanding balance into an Instalment Programme of 36 months (3 years).</p> <p>Note:</p> <ul style="list-style-type: none"> <li>• Only Principal cardmembers can request for the conversion but the conversion will cover the supplementary card account balances, if any.</li> <li>• The minimum amount for the conversion is RM500.</li> <li>• Customers can continue to use the credit card up to the remaining credit limit after the conversion. Do note that the outstanding balance converted is treated as part of the credit card limit</li> </ul> <p>*Excludes Charge Cards</p>

<sup>1</sup>For Islamic financing facility, the term “repayment” shall mean “payment” throughout the FAQs.

*This FAQ is subject to revision by the Bank in line with regulatory updates. As and when there are new developments, we aim to update you via Maybank2u.*

		<p><b><u>Cardmembers who have converted balances to Instalment Programme may also opt for the following:</u></b></p> <p><b><u>Option 1 :</u></b> 6-month moratorium of monthly instalments</p> <p><b><u>Option 2 :</u></b> 50% reduction in monthly instalment for 6 months</p> <p><b><u>Note:</u></b> For Option 1 : Customer cannot continue to use the Credit Card/Credit Card-i and the card will be cancelled For Option 2 : Customer can continue to use the Credit Card/Credit Card-i up to the remaining credit limit. Do note that the outstanding balance converted into the Instalment Programme is treated as part of the credit card limit</p>
3.	<b>Who is eligible to apply for the moratorium/RA?</b>	<p>All individual customers with conventional &amp; Islamic loans/financing are eligible to request for the moratorium/RA.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"> <li>• Includes Ringgit and foreign currency denominated loans/financing approved on or before 30 June 2021</li> <li>• The loan/financing must not be overdue for more than 90 days</li> <li>• Customers must not be adjudicated bankrupts or under bankruptcy proceedings</li> </ul>
4.	<b>How does the 6-month moratorium work?</b>	<p>The moratorium allows customers to defer their loan/financing instalment for 6 months. During the moratorium period, customers do not need to make any payment for their loan/financing.</p> <p>No late payment charges or penalties will be imposed.</p>
5.	<b>Do I need to request for the moratorium/RA?</b>	Yes, you will need to request for it, as announced in the Pemulih package.
6.	<b>When can I request for the moratorium/RA?</b>	You can make the request from 7 July 2021 onwards.

7.	How can I request for the moratorium/RA?	<p>You can do so via any of the following options:</p> <ol style="list-style-type: none"> <li>1) <b>Request online via Maybank2u</b> Log in to <a href="#">Maybank2u</a> to request</li> <li>2) <b>Email us</b> <a href="#">Click here</a> to visit our Maybank2u Covid-19 Repayment Assistance page. <ol style="list-style-type: none"> <li>i. Scroll down to “What do I need to do next?” for <b>Individual customers</b>.</li> <li>ii. Click on the “Send Email” button and <b><u>complete the required information</u></b> before sending the email.</li> </ol> <p>For better experience, we recommend the use of desktop or laptop.</p> <li>iii. <b>*IMPORTANT NOTE*</b> If the required information does not display properly, click <a href="#">here</a> to view the information to be included in your email. Copy and fill in the information required, and send to <a href="mailto:weassist@maybank.com">weassist@maybank.com</a> via your preferred email application.</li> </li></ol> <li>3) <b>Visit our branch/centre*</b> Visit any of our branches, Auto Finance Centres or Regional Asset Quality Management Centres.</li> <p>*Please note that our branches and touch points are currently operating by appointment only, while some may be closed due to the pandemic. Do make an appointment via <a href="#">Maybank EzyQ</a> before your visit.</p> <p>For enquiries, please call our Customer Careline at 1-300 88 6688 (Malaysia) or +603-7844 3696 (Overseas) and press *1 for Repayment Assistance.</p>
8.	I have multiple loans/financing with Maybank and only want the <u>moratorium/RA for selected loans/ financing</u> . What should I do?	<p>Please indicate the loans/financing which require the moratorium/RA when submitting your request (refer to item 7)</p> <p>For the loans/financing which you <b>do not wish to opt for</b> moratorium/RA, please continue paying your monthly instalment.</p>
9.	My loan/financing is currently signed up with an earlier RA plan, can I still request for the Pemulih RA plans?	<p>Yes, you can. You can switch to Pemulih RA plans (Option 1 or Option 2 as per item 1) using the methods in item 7. Once approved, the new RA plan will supersede the current one.</p> <p>We also offer other RA plans which may better suit your financial needs. Please <a href="#">reach out to us</a> if you wish to find out more.</p>

<p>10.</p>	<p>I have applied for the earlier RA plan but Bank has not responded to me. Can I submit my request for Pemulih RA plans instead?</p>	<p>Yes, you can. Please email us at <a href="mailto:weassist@maybank.com">weassist@maybank.com</a> with the following information:</p> <ul style="list-style-type: none"> <li>● Email subject : Request for change of RA plan</li> <li>● Name</li> <li>● NRIC</li> <li>● Contact number</li> <li>● Type of loan/financing (e.g. Mortgage, Hire Purchase)</li> <li>● Vehicle number (for Hire Purchase)</li> <li>● What plan did you request for earlier</li> <li>● New plan you wish to change to</li> </ul>
<p>11.</p>	<p>I submitted my request for the moratorium/RA plan on 8 July 2021 but have paid for my instalment due on 1 July 2021. Will my plan take effect in July and my July instalment be reimbursed?</p>	<p>For requests submitted in July 2021, your moratorium/RA plan will come into effect from 1 July 2021.</p> <p>If you have requested for the 6-month moratorium, your July 2021 instalment paid will be reimbursed automatically except for payment made via Cash/Cheque Deposit Machines, Standing Instructions from other banks/third party. For payment via those channels, please write in to us to request for the reimbursement (as per information below).</p> <p>If you have requested for Option 2 (as per item 1), please write in to us if you wish to be reimbursed (as per information below).</p> <p>Email us at <a href="mailto:weassist@maybank.com">weassist@maybank.com</a> with the following information:</p> <ul style="list-style-type: none"> <li>● Email subject : Request for RA to be effective in July 2021</li> <li>● Name</li> <li>● NRIC</li> <li>● Contact number</li> <li>● Type of loan/financing (e.g. Mortgage, Hire Purchase)</li> <li>● Vehicle number (for Hire Purchase)</li> <li>● Paid by Cash/Cheque Deposit Machines?</li> <li>● Name of bank and account number you made payment from</li> <li>● Amount of payment</li> </ul> <p><u>For Hire Purchase Loan/Financing</u></p> <p>If you submitted your RA request via email:</p> <p>The Pemulih RA plan will take effect from the date of our email to you, containing the Notification Letter (NL) cum Terms and Conditions.</p> <p>However, if you do not wish to take up the RA plan, please inform us by replying to the email within 3 calendar days and continue to make your monthly payment.</p> <p>If you submitted your RA request via Maybank2u:</p> <p>The Pemulih RA Plan will take effect after you submit your request (which includes the acceptance of the Variation Agreement) via Maybank2u.</p>

<p><b>12.</b></p>	<p><b>How about requests submitted from August 2021 onwards? When will my moratorium/RA come into effect, once submitted?</b></p>	<p>For requests received from August 2021 onwards, your moratorium/RA plan will take effect in the following month –after the submission of your request.</p> <p>E.g Submission received in August 2021 will take effect in September 2021.</p> <p><u>For Hire Purchase Loan/Financing</u> If you submitted your RA request via email:</p> <p>The Pemulih RA plan will take effect from the date of our email to you, containing the Notification Letter (NL) cum Terms and Conditions.</p> <p>However, if you do not wish to take up the RA plan, please inform us by replying to the email within 3 calendar days and continue to make your monthly payment.</p> <p>If you submitted your RA request via Maybank2u:</p> <p>The Pemulih RA Plan will take effect after you submit your request (which includes the acceptance of the Variation Agreement) via Maybank2u.</p>
<p><b>13.</b></p>	<p><b>How do I know if my submission has been processed?</b></p>	<p>We will send you an SMS to inform you on the status within 5 calendar days after receiving your submission.</p> <p>If your request is approved and you wish to proceed with the moratorium/RA plan, you do not need to do anything. If you <u>do not wish to proceed with the moratorium/RA plan</u>, please notify us within 3 working days from the receipt of the SMS.</p> <p><u>For Hire Purchase Loan/Financing</u> If you submitted your RA request via email:</p> <p>We will inform you via email when your request is being processed. You will be updated on the status within 3 calendar days.</p> <p><u>For Personal Loan/Financing-i on fixed rate/Credit Cards/Credit Card-i</u> Upon receiving your submission, we will contact you via email or call within 5 calendar days to inform you about the status.</p>
<p><b>14.</b></p>	<p><b>Do I need to provide any supporting document to request for the moratorium/RA?</b></p>	<p>No documents are required; eligible customers will only be required to sign a self-declaration form.</p>

15.	<b>Will interest/profit be charged during the moratorium/RA period?</b>	Interest/profit will be charged but not compounded during the moratorium/RA period.
16.	<b>What happens to my loan/financing instalment after my Pemulih RA plans (Option 1 or Option 2 as per item 1) ends?</b>	<p>Depending on the option you choose, your monthly instalment may be the same or revised lower; while your loan/financing tenure will be extended to ensure that your monthly instalment remains manageable.</p> <p>If you wish to maintain the tenure, please reach out to us but do note that the monthly instalment will be revised higher.</p> <p><b><u>For Hire Purchasing Loan/Financing</u></b> Your monthly instalment will remain the same; the additional interest/profit charged for the payment deferment will be paid at the end of the tenure together with the final monthly instalment.</p> <p>Please refer to the example in item 28 to help you make a more informed decision.</p>
17.	<b>Will the moratorium/RA plan increase my cost of borrowing/financing?</b>	<p>Yes, taking the moratorium/RA plan will increase your borrowing/financing costs as interest/profit will be charged (but not compounded) during the moratorium/RA period.</p> <p>Please refer to the examples in item 28 to help you make a more informed decision.</p> <p>Therefore, if you can afford your current loan/financing instalment, we advise that you continue with your existing loan/financing repayment. Should you face financial difficulty later, you can still opt for our available RA plans.</p>
18.	<b>Will the 6-month moratorium/RA have any impact on my CCRIS records?</b>	The moratorium/RA plan will not have an impact on your CCRIS record if your loan/financing is not overdue for more than 90 days.
19.	<b>After I've accepted the moratorium/RA, can I opt out if my financial position recovers?</b>	Yes, you can opt out of the moratorium/RA plan at any time. Please <a href="#">reach out to us</a> to discuss the opt-out process for your loan/financing.
20.	<b>My moratorium/RA plan was not approved. Shouldn't the approval be automatic?</b>	It is likely that you did not meet the eligibility criteria as per item 3. Please <a href="#">reach out to us</a> and we will work with you on an RA plan that is more suitable for you.

		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.				
21.	Do I need to sign/execute any agreement/document for the moratorium/RA?	<p>Following the SMS/email in item 13, 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><u>For Hire Purchase Loan/Financing</u> Both hirer and guarantor (if any) will need to sign a Variation Agreement which can be done electronically or physically at our centres &amp; branches.</p>				
22.	I'm currently enrolled under AKPK Debt Management Programme. Can I also opt in for this moratorium/RA?	<p>If you are currently enrolled under AKPK's Debt Management Programme, you will not be able to opt in for this moratorium/RA. You will have to terminate your existing programme with AKPK before submitting your request for the moratorium/RA.</p> <p>Alternatively, you may approach AKPK if you are facing difficulties servicing the agreed amount with them.</p>				
23.	Will I incur any processing fee for the moratorium/RA?	The Bank does not charge any processing fee for the moratorium/RA.				
<b>Payments</b>						
24.	Do I need to inform the Bank to stop my Standing Instruction or Auto Debit for my loan/financing when the moratorium/RA comes into effect?	<p>For Standing Instruction <u>from Maybank/Maybank Islamic</u> for a Maybank Loan/Maybank Islamic Financing Account :</p> <table border="1" data-bbox="636 1276 1544 1459"> <tr> <td><b>6-month moratorium</b></td> <td>Automatically suspended during the moratorium period</td> </tr> <tr> <td><b>50% instalment for 6 months</b></td> <td>Automatically adjusted to reflect the new monthly instalment</td> </tr> </table> <p>For Standing Instruction or Auto Debit <u>from another financial institution</u> for your Maybank Loan/Maybank Islamic Financing Account, you will need to inform that financial institution to suspend it.</p>	<b>6-month moratorium</b>	Automatically suspended during the moratorium period	<b>50% instalment for 6 months</b>	Automatically adjusted to reflect the new monthly instalment
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25.	What happens to my recurring payment in Maybank2u if I opt for this moratorium/RA?	<p>You will need to update your recurring payment in Maybank2u to avoid payments being deducted automatically.</p> <table border="1" data-bbox="636 1774 1544 1860"> <tr> <td><b>6-month moratorium</b></td> <td>Suspend the recurring payment for the duration of your moratorium and reinstate after it ends</td> </tr> </table>	<b>6-month moratorium</b>	Suspend the recurring payment for the duration of your moratorium and reinstate after it ends		
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<b>50% instalment for 6 months</b>	Change to the new instalment amount for the agreed duration			
		To update your Recurring Payment: Log in > Settings > Pay & Transfer > Transfer Future & Recurring		
26.	<b>Do I need to make payment for my loan/ financing while waiting for the moratorium/RA to be processed?</b>	<p>Yes, please continue to make payment while waiting for the moratorium to be processed and effected.</p> <p>We will endeavor to process your submission as soon as possible to help ease your financial burden.</p>		
27.	<b>What should I do after the moratorium/RA ends?</b>	If you are still facing financial challenges, please <a href="#">reach out to us</a> and we will assist you.		

### Illustrations : Impact of Moratorium/RA

28.	<p><b>Impact on moratorium/ RA on borrowing/financing costs</b></p> <ul style="list-style-type: none"> <li>The examples below are for illustration purposes only. The length of tenure extension and interest/profit charges will vary depending on the loan/financing's interest/profit rate and remaining tenure.</li> <li>These are sample cases where the original instalment amount is maintained after moratorium/RA plan, hence the loan/financing tenure is extended. If you wish to reduce the loan/financing tenure, you may reach out to us to further discuss other more suitable options.</li> </ul> <p><b>Example 1 : Mortgage/Retail financing (variable rate financing)</b></p> <p>Original Loan/Facility Amount : RM150,000  Interest/Profit Rate/Term charges : 3.25%*  Loan/Facility Tenure : 35 years  Remaining Loan/Facility Tenure : 30 years  Current Loan/Facility Balance : RM137,499</p> <p>*Assume no change in OPR throughout the loan/financing tenure</p> <table border="1"> <thead> <tr> <th></th> <th>As per Current Payment/Repayment Schedule</th> <th>Option 1: 6 Months Moratorium</th> <th>Option 2: 50% Instalment for 6 months</th> </tr> </thead> <tbody> <tr> <td><b>Monthly instalment</b></td> <td></td> <td></td> <td></td> </tr> <tr> <td>- First 6 Months</td> <td>RM598</td> <td>RM0</td> <td>RM299</td> </tr> <tr> <td>- 7<sup>th</sup> month onwards</td> <td>RM598</td> <td>RM598</td> <td>RM598</td> </tr> <tr> <td><b>Total Payment</b></td> <td>RM215,426</td> <td>RM221,431</td> <td>RM218,343</td> </tr> <tr> <td><b>Total Interest/profit</b></td> <td>RM77,927</td> <td>RM83,931</td> <td>RM80,844</td> </tr> <tr> <td><b>Total Tenure from Current Date (years)</b></td> <td>30</td> <td>31.3</td> <td>30.7</td> </tr> </tbody> </table>		As per Current Payment/Repayment Schedule	Option 1: 6 Months Moratorium	Option 2: 50% Instalment for 6 months	<b>Monthly instalment</b>				- First 6 Months	RM598	RM0	RM299	- 7 <sup>th</sup> month onwards	RM598	RM598	RM598	<b>Total Payment</b>	RM215,426	RM221,431	RM218,343	<b>Total Interest/profit</b>	RM77,927	RM83,931	RM80,844	<b>Total Tenure from Current Date (years)</b>	30	31.3	30.7
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**Example 2: Hire Purchase Financing (fixed rate financing)**

Loan/financing amount : **RM50,000**  
 Interest/Profit Rate/Term charges : **2.80%**  
 Loan/Financing Tenure : **108 months**  
 Remaining Tenure : **36 months**

	As per Current Repayment/ Payment Terms	Option 1: 6 months moratorium	Option 2: 50% monthly instalment for 6 months
<b>Monthly Instalment</b>			
- First 6 Months	RM580	RM0	RM290
- 7th Month onwards	RM580	RM580	RM580
<b>Terms charges for deferred instalments</b>	-	<b>RM471.61</b>	<b>RM258.04</b>
<b>Total Loan/Financing Payable</b>	<b>RM19,414.32</b>	<b>RM19,885.93</b>	<b>RM19,672.36</b>
<b>Total Remaining Tenure from current date (months)</b>	36	42	39

**Note:**

For option 1 & 2, additional interest/profit (term charges) will be charged on the principal balance of the deferred instalments during the moratorium period based on the Annual Percentage Rate (APR), which will be paid at the end of the tenure together with the final instalment.

The figures for term charges may differ slightly due to decimal point factor.

**Impact on Insurance/Takaful**

<b>29.</b>	<b>How does the moratorium/RA affect my existing insurance/takaful coverage?</b>	<p>Due to the extended loan/financing tenure (as a result of the moratorium/RA), your insurance/takaful coverage will end before your new loan/financing tenure ends. 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) Requested for 6 months Moratorium</p>
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		<p>Note: The above graphs are for illustration purposes only.</p>
<p>30.</p>	<p>I have accepted the 6 months moratorium/RA, is it compulsory to have the insurance/takaful coverage for the extended loan/financing repayment period?</p>	<p>It is not compulsory but, 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 longer the moratorium is being extended, the bigger the protection gap will be.</p>
<p>31.</p>	<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><b><u>For Hire Purchase</u></b></p> <p>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 tenure.</p>

32.	<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></p> <p>Kindly visit or call our Auto Finance Centres.</p> <p>Kindly be informed that our branches and touch points are operating by appointment only, while some may be closed due to the current pandemic situation. Please make an appointment before visiting our Auto Finance Centre via <a href="#">Maybank EzyQ</a>.</p>
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