

The following FAQs are applicable to customers of OCBC Bank (Malaysia) Berhad and OCBC Al-Amin Bank Berhad

(Businesses and SME customers, please click [HERE](#))

(Credit Card and Personal Financing customers, please click [HERE](#))

FOR INDIVIDUAL CUSTOMERS

FAQs on 6-month Moratorium for customers affected by Covid-19		
No	Question	Answer
1	What is this 6-month Moratorium repayment/payment for loans/financing all about?	It is a deferment of the loan repayment/financing payment for 6 months, also known as a payment holiday. During this period, borrowers/customers with loan/financing that meet the criteria do not need to make payment with no late payment charges or penalties being imposed.
2	Will the interest/profit still be charged during these 6 months?	The interest/profit will continue to be charged on loan repayments/financing payments that are deferred. Borrowers/customers will need to pay the deferred repayments/payments after the Moratorium period.
3	What will happen to my loan/financing repayments/payments after the deferment package period? How does being in the deferment package affect my interest/profit payments after the 6-month period? Is there an increase in monthly payments, or longer tenure?	Interest/profit will continue to accrue on loan repayments/financing payments that are deferred. This means the accumulated repayment/payment amount during the Moratorium period will be added to the outstanding loan/financing amount. Please contact us to discuss a suitable plan to repay/pay the principal and interest/profit accrued during the deferment period. This may include a higher subsequent instalment amount or an extension of the loan/financing tenure.
4	Will I be charged additional interest/profit on the repayment/payment amount that is deferred by 6 months during the period?	For conventional loans/Islamic financing, interest/profit will continue to be charged on the outstanding balance/principal amount during the Moratorium period. Such interest/profit will, however, not be compounded to the loan/financing. We will not impose late penalty/payment charges on the deferred amount.
5	What is the objective of the deferment package?	The aim of this package is to provide some relief to individuals and businesses who face temporary financial constraints arising from the COVID-19 pandemic. We hope that this will help individuals and businesses facing financial adversities cope with the challenges they might face during this period.

		Loan repayment/ financing payment resumes after the deferment period.
6	Which loan/financing qualifies for the deferment?	For individuals, the deferment in conventional loans repayment or Islamic financing payment (except credit cards) are automatically effected by banks if the loans/financing meet these criteria: <ul style="list-style-type: none"> • Not in arrears exceeding 90 days as at 1 April 2020; and • Denominated in Malaysian Ringgit.
7	Can I ask for more than a 6-month deferment?	You can submit a special request to extend the deferment period for longer than 6 months. However, this is subject to approval.
8	With the deferment, will my CCRIS records be affected?	No, there will be no negative implication to your CCRIS records.
9	Do I need to apply for or submit any documents to qualify for the Moratorium? How do I know my loan/financing account has been enrolled into the deferment package? How do I know if I have qualified?	No. All individual loans/financing (excluding credit cards) that meet the criteria will automatically qualify for the deferment. The criteria are as follows: <ul style="list-style-type: none"> • The loan/financing account is not in arrears exceeding 90 days as at 1 April 2020; and • The loan/financing account is denominated in Malaysian Ringgit. Borrowers/customers who meet the conditions will be auto-enrolled into the deferment package.
10	Will the bank automatically enrol me for the deferment package even if I did not respond to their notification?	Yes, we will automatically enrol you for the deferment package. No application required. Please note that BNM and OCBC Bank/ OCBC Al-Amin have not appointed any 3 rd party or agent to process any application for this deferment package.
11	During the 6-month Moratorium period, what will happen to my Standing Instruction (SI)? Do I need to cancel my SI?	The loan/financing will not be billed during the 6-month Moratorium period. Therefore, the amount will remain in the crediting account. You do not need to cancel the SI. Payment deductions will resume per the SI after 6 months.
12	My loan/financing is in default; can I qualify? Are loans/financing under the	Loans/financing accounts that have defaulted for more than 90 days, will not qualify for the deferment. Loans/financing under the R&R programme are eligible for the

	rescheduling and restructuring (R&R) programme eligible for the deferment package?	deferment subject to meeting the stated criteria.
13	Does this deferment package apply to newly approved/ disbursed loans/financing? For accounts with partial/full drawdown/disbursement after 1 April, will I be eligible for the Moratorium scheme?	The deferment applies to all loans/financing that have an outstanding balance as at 1 April 2020, and meet these criteria: <ul style="list-style-type: none"> • Not in arrears exceeding 90 days as at 1 April 2020; and • Denominated in Malaysian Ringgit.
14	I have a loan/financing which is automatically deducted from my salary. What should I do?	Please inform your company to stop the salary deduction if you wish to have your loan repayments/financing payments deferred.
15	If I want to continue paying my monthly instalment, how do I opt out of this Moratorium scheme?	To opt out, you just need to continue paying your monthly instalment. No application is required. Only if you have a Standing Instruction (SI) and wish to opt out: a. Please call the Customer Service numbers below to opt out of this Moratorium scheme. OCBC Bank - 03 8317 5000 OCBC Al-Amin - 03 8314 9310 b. You can also go to our website to fill up the online form "Enquiry and Feedback (Select Loan Enquiry)" to request to opt out.
16	Once I opt out, can I choose to opt in later? And vice versa?	You are advised to enjoy the Moratorium if you are unsure.
17	Is this Moratorium scheme applicable for properties under construction, or accounts that are servicing interest/profit only?	Yes, it is applicable to properties under construction as long as the interest/profit is being serviced.
18	What will happen to my monthly EPF withdrawal to pay my instalments?	We are unable to stop the EPF funds coming into your loan/financing account. We will mark your monthly EPF payment as an advance payment.
19	Will my loan/financing tenure or instalment be revised after the Moratorium period?	After the moratorium period, you should continue to pay the existing monthly instalment. Your monthly instalment will only be revised accordingly upon the next Base Rate change, based on the remaining tenure.
20	What will happen to the advanced payment that I have made?	As you are not required to make payment during the Moratorium, your current advance payment will remain unchanged until the Moratorium period is over.

21	Can I apply for a new loan/financing if I opt for the Moratorium?	Yes, you may apply for other loans/financing.
22	Is it applicable for a deceased account (joint account holder)?	Yes, it is applicable for all paying deceased accounts.