



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 SECURED LOAN/FINANCING INDIVIDUAL CUSTOMERS**

<b>FAQs on 6-month Moratorium for customers affected by Covid-19</b>		
<b>No</b>	<b>Question</b>	<b>Answer</b>
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	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.
3	With the deferment, will my CCRIS records be affected?	No, there will be no negative implication to your CCRIS records.
4	Will the interest/profit still be charged during these 6 months?	The interest/profit will continue to be charged on any loan outstanding/financing balance that is deferred. Borrowers/customers will need to pay the deferred repayments/payments after the Moratorium period.
5	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.

6	<p>What will happen to my loan repayments/ financing payments after the deferment package period?</p> <p>How does it 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?</p>	<p>Interest/profit will continue to accrue during the deferment period. After the moratorium period, you should continue to pay the existing monthly instalment.</p> <p>Your monthly instalment will only be revised upon the next Base Rate change, based on the remaining tenure.</p> <p>Please contact us to discuss a suitable plan to repay/pay the loan outstanding/ financing balance after the 6-month period.</p>
7	<p>What will happen to my loan/financing Standing Instruction (SI)?</p> <p>Do I need to cancel my SI?</p>	<p>There will be no change. So no action is required for your SI with OCBC Bank/ OCBC Al-Amin Bank</p> <p>You do not need to cancel the SI as no payment deductions will be made. Payment deductions will resume after the moratorium period.</p>
8	<p>Which loan/financing qualifies for the deferment?</p>	<p>For individuals, the deferment in conventional loans repayment or Islamic financing payment (except credit cards) are automatically affected by banks if the loans/financing meet these criteria:</p> <ul style="list-style-type: none"> <li>• Not in arrears exceeding 90 days as at 1 April 2020; and</li> <li>• Denominated in Malaysian Ringgit.</li> </ul>
9	<p>Do I need to apply for or submit any documents to qualify for the Moratorium? How do I know if I have qualified?</p> <p>How do I know my loan/financing account has been enrolled into the deferment package?</p>	<p>No. All individual loans/financing (excluding credit cards) that meet the criteria will automatically qualify for the deferment. The criteria are as follows:</p> <ul style="list-style-type: none"> <li>• The loan/financing account is not in arrears exceeding 90 days as at 1 April 2020; and</li> <li>• The loan/financing account is denominated in Malaysian Ringgit.</li> </ul> <p>Borrowers/customers who meet the conditions will be auto-enrolled into the deferment package. <b>No application or action is required from you.</b></p> <p><i>Note: Please note that BNM and OCBC Bank/ OCBC Al-Amin Bank have not appointed any 3<sup>rd</sup> party or agent to process any application for this deferment package.</i></p>
10	<p>My loan/financing is in default; can I qualify?</p> <p>Are loans/financing under the rescheduling and restructuring (R&amp;R) programme eligible for the deferment package?</p>	<p>Loans/financing accounts that have defaulted for more than 90 days, will not qualify for the deferment.</p> <p>Loans/financing under the R&amp;R programme are eligible for the deferment subject to meeting the stated criteria,</p>
11	<p>Is this Moratorium scheme applicable for properties under construction, or</p>	<p>Yes, it is applicable to properties under construction as long as the interest/profit is being serviced.</p>

	accounts that are servicing interest/profit only?	
12	If I want to continue paying my monthly instalment, how do I <b>opt out</b> of this Moratorium scheme?	To opt out, you just need to continue paying your monthly instalment. <b>No application or action is required from you.</b>  <b>Only</b> if you have a Standing Instruction (SI) and wish to opt out, please reply to the SMS sent to you on 31 March 2020 and let us have your reply not later than 3 April 2020.
13	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.
14	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.
15	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.
16	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.
17	Can I apply for a new loan/financing if I opt for the Moratorium?	Yes, you may apply for other loans/financing.
18	Do Overdraft facilities qualify for Moratorium?	Yes, moratorium applies to the balances in excess of the approved limit as the excess amount is contractually due for repayment.  In addition, the moratorium is only applicable to performing and ringgit denominated credit facilities.
19	Can I continue to draw on Overdraft account during the Moratorium period?	Yes, you can continue to draw provided that you have not fully utilised the approved limit.
20	For combination products such as term loan/financing and overdrafts: a) Does the moratorium automatically apply to both facilities? If yes, can the borrower/customer choose to opt out for either one of the facilities?	Yes, unless the borrower/customer chooses to opt out from either one of the facilities.
21	How does the Moratorium for Overdraft facilities work?	The excess amount during the 6 months moratorium will be converted into a Temporary Overdraft Limit.  This will then be required to be paid down in 6 months equal repayments after the Moratorium period.

22	How do I know what is my Temporary Overdraft Limit?	A letter will be sent to you after the Moratorium period to notify you on the Temporary Overdraft Limit.								
23	How do I pay down the Temporary Overdraft Limit in 6 months?	<p>The Bank will impose an equal <b>monthly</b> reduction for 6 consecutive months until it reaches the original approved Overdraft limit.</p> <p><u>Example</u></p> <table border="1" data-bbox="630 411 1414 611"> <tr> <td data-bbox="636 411 987 485">Original Approved Overdraft Limit</td> <td data-bbox="993 411 1408 485">= RM 50,000</td> </tr> <tr> <td data-bbox="636 493 987 527">Temporary Overdraft Limit</td> <td data-bbox="993 493 1408 527">= RM 56,000</td> </tr> <tr> <td data-bbox="636 535 987 569">6 equal monthly repayments</td> <td data-bbox="993 535 1408 569">= (RM56,000 - RM50,000) / 6</td> </tr> <tr> <td></td> <td data-bbox="993 577 1408 611">= RM 1,000 per month</td> </tr> </table> <p>Assuming the reduction is imposed starting 1<sup>st</sup> October 2020 till 1<sup>st</sup> March 2021.</p>	Original Approved Overdraft Limit	= RM 50,000	Temporary Overdraft Limit	= RM 56,000	6 equal monthly repayments	= (RM56,000 - RM50,000) / 6		= RM 1,000 per month
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Note: This FAQ is updated as of 25 June 2020. It is not exhaustive and there may be additional changes in the future.