

No.	Questions	Answer								
1.	What is Flood Relief Assistance (FRA)?	<p>With the ongoing floods affecting several parts of the country, we are sympathetic to the plight of those who have been affected by the recent floods.</p> <p>Our commitment in assisting our customers continues and we are offering loan/financing deferment assistance to alleviate hardships from customers who are affected by flood disaster.</p>								
2.	Am I eligible for the Flood Relief Assistance (FRA)?	<p>We are offering 6-month moratorium for Term Loan/ Term Financing to the eligible customers below until 28 February 2022:</p> <ul style="list-style-type: none">a) Individuals with a Commercial Property Loan or Financingb) Microenterprise (as defined by SME Corporation Malaysia)c) SMEs (as defined by SME Corporation Malaysia) <p>Note:</p> <ul style="list-style-type: none">i. The Flood Relief Assistance applies to loan or financing facilities that were approved before 1 January 2022, and not in arrears for more than 90 days at time of application.ii. The Flood Relief Assistance is not applicable when the applicants, security providers or guarantors are bankrupt, wound-up or subjected to bankruptcy or winding-up proceedings.iii. Business/Individual or collateral¹ affected by floods located in districts identified by Agensi Pengurusan Bencana Negara (NADMA) at https://portalbencana.nadma.gov.my/en/disaster-information as flood disaster areas.iv. One-time request only <p>¹Collateral: (i) For business, their current business operation premises or the collateral that are affected; (ii) For Individual, property charged to the bank or place of residence</p>								
3.	Will the Flood Relief Assistance (FRA) package increase my cost of borrowing/ financing?	<p>The Flood Relief Assistance (FRA) package will result in additional borrowing or financing cost as your loan/financing repayment/payment will be deferred for 6 months. Following this deferment, upon resumption on the 7th month, the loan or financing repayment/payment amount will revert to the original amount with tenure extension of 6 months.</p> <p>Here is an example to illustrate the calculation that has to be taken into consideration. (Note: This example assumes there is no interest/profit rate change throughout the tenure.)</p> <p>Example: Floating rate loan/financing</p> <table><tr><td>Current Balance</td><td>: RM350,000</td></tr><tr><td>Interest/Profit rate</td><td>: 3.5%</td></tr><tr><td>Loan/Financing Tenure</td><td>: 180 months</td></tr><tr><td>Remaining Tenure</td><td>: 113 months</td></tr></table>	Current Balance	: RM350,000	Interest/Profit rate	: 3.5%	Loan/Financing Tenure	: 180 months	Remaining Tenure	: 113 months
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4.	Will there be compounded interest/profit on my loan/financing during the deferred payment period?	The interest/profit charged during the deferred payment period will not be compounded.																																				
5.	How do I apply for the Flood Relief Assistance (FRA)?	<p>The Repayment/Payment Assistance is on an opt-in basis. This means that while it is guaranteed for those who fulfil the stated criteria, you still need to make a submission to the Bank to indicate interest. You can submit your details by completing our e-Form here and the Bank will get in touch with you.</p> <p><u>OR</u></p> <p>You can contact our Business Banking Customer Service Centre Hotline at 603 8317 5200. Press "0" to speak to an officer, then press "1" to be directed to a line designated entirely to Repayment/Payment Assistance requests.</p>																																				

		<p><u>OR</u></p> <p>If you are an OCBC Premier Banking client, you may contact your dedicated Relationship Manager for assistance.</p>										
6.	What supporting documents are required for the Repayment/Payment Assistance package?	<table> <tr> <th></th><th>Category</th><th>Supporting Documents</th></tr> <tr> <td>(i)</td><td>Individuals with a Commercial Property Loan or Financing</td><td rowspan="3"> <p>You are required to make a Self-Declaration on our Service Request Form and prepare the necessary supporting documents stated in the Form.</p> <p>The Bank reserves the right to rescind the offer if the borrower/customer is found to have misled the Bank on eligibility.</p> </td></tr> <tr> <td>(ii)</td><td>Microenterprise (as defined by SME Corporation Malaysia)</td></tr> <tr> <td>(iii)</td><td>SMEs (as defined by SME Corporation Malaysia)</td></tr> </table>		Category	Supporting Documents	(i)	Individuals with a Commercial Property Loan or Financing	<p>You are required to make a Self-Declaration on our Service Request Form and prepare the necessary supporting documents stated in the Form.</p> <p>The Bank reserves the right to rescind the offer if the borrower/customer is found to have misled the Bank on eligibility.</p>	(ii)	Microenterprise (as defined by SME Corporation Malaysia)	(iii)	SMEs (as defined by SME Corporation Malaysia)
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7.	Am I still eligible for the FRA if I have accepted an existing Payment Relief Assistance package (since October 2020)?	Yes, you are still eligible to participate in the Flood Relief Assistance programme if you meet the eligibility criteria in item 1.										
8.	Am I still eligible for FRA if I have accepted DRF 2022?	Yes, you are still eligible for Flood Relief Assistance.										
9.	Will the Flood Relief Assistance impact my ability to apply for a new loan/financing facility later on? Will the deferred/reduced payment be reflected in CCRIS?	No, there will be no negative implication to your CCRIS records and no impact on new loan/financing facilities in the future as well.										
10.	Will I have to incur any processing fee for the Repayment/Payment Assistance programme?	The Bank will not charge any processing fee for the FRA programme.										
11.	When will the FRA take effect?	The Flood Relief Assistance will be made available for instalments/payments due in Feb 2022 onwards and will commence from the borrower/customer's next instalment/payment from the date of request.										
12.	What can I do if my application is rejected?	<p>You may direct your enquiries through the following avenues:</p> <ol style="list-style-type: none"> Calling our Contact Centre at Tel No. 1300-88-7000; or Seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counselling, financial education and debt restructuring for individuals and SMEs. You can contact AKPK at 03-2616 7766 or visit www.akpk.org.my. 										

