

Updated as at 7 July 2021 following the announcement of the PEMULIH Package on 28 June 2021.

No.	Questions	Answer												
1.	<b>Am I eligible for the Repayment/Payment Assistance programme announced on 28 June 2021 and what are my available options?</b>	<p>We recognise the continued challenges faced by some borrowers/customers amidst the trying times brought about by COVID-19. Our commitment to assisting our customers continues.</p> <p>In line with the recent announcement of the PEMULIH package on 28 June 2021, we are offering Repayment/Payment Assistance packages starting 7 July 2021 until such time that will be stated through our official communication channels. Following are the available packages:</p> <table border="1" data-bbox="528 618 1485 981"> <thead> <tr> <th data-bbox="528 618 603 656"></th> <th data-bbox="603 618 1007 656">Category</th> <th data-bbox="1007 618 1485 656">Repayment/Payment Assistance</th> </tr> </thead> <tbody> <tr> <td data-bbox="528 656 603 763">(i)</td> <td data-bbox="603 656 1007 763">Individuals (B40/M40/T20) with a Commercial Property Loan or Financing</td> <td data-bbox="1007 656 1485 763"><b>Option 1:</b> 6-month moratorium</td> </tr> <tr> <td data-bbox="528 763 603 801">(ii)</td> <td data-bbox="603 763 1007 801">Microenterprises*</td> <td data-bbox="1007 763 1485 801"><b>Option 2:</b></td> </tr> <tr> <td data-bbox="528 801 603 981">(iii)</td> <td data-bbox="603 801 1007 981">Adversely affected SMEs*</td> <td data-bbox="1007 801 1485 981">6-month reduction in instalments by 50%</td> </tr> </tbody> </table> <p><b>Note:</b> 6 months tenure extension applies</p> <p><i>* as defined by SME Corporation Malaysia</i></p> <p>If you do not meet the eligibility criteria but still require financial assistance, you can leave your contact details <a href="#">here</a> and we will get in touch with you to discuss the alternative payment arrangements that are most suited to your situation.</p> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>The Repayment/Payment Assistance applies to loan or financing facilities that were approved before 1 July 2021, and which are not in arrears for more than 90 days at time of application.</li> <li>The Repayment/Payment Assistance is not applicable when the applicants, security providers or guarantors are bankrupt, wound-up or subjected to bankruptcy or winding-up proceedings.</li> </ol>		Category	Repayment/Payment Assistance	(i)	Individuals (B40/M40/T20) with a Commercial Property Loan or Financing	<b>Option 1:</b> 6-month moratorium	(ii)	Microenterprises*	<b>Option 2:</b>	(iii)	Adversely affected SMEs*	6-month reduction in instalments by 50%
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(ii)	Microenterprises*	<b>Option 2:</b>												
(iii)	Adversely affected SMEs*	6-month reduction in instalments by 50%												
2.	<b>Will the Repayment/Payment Assistance package increase my cost of borrowing/financing?</b>	<p>The Repayment/Payment Assistance package will result in additional borrowing or financing cost as your loan/financing tenure could be extended or your instalment amount could increase. The following highlight the increases.</p> <p><b>Option 1</b></p> <p>Your loan/financing repayment/payment will be deferred for 6 months. Following this deferment, upon resumption on the 7<sup>th</sup> month, the loan or financing repayment/payment amount will revert to the original contracted instalment amount with a tenure extension of 6 months.</p> <p><b>Option 2</b></p> <p>Your monthly instalment/payment amount will be reduced by 50% for 6 months after which, from the 7<sup>th</sup> month onwards, your monthly instalments/payments will be increased equally across the remaining months with a tenure extension of 6 months.</p>												

Here is an example to demonstrate how this works. It is purely for your reference and to give you an idea of how things work. (Note: This example assumes there is no interest/profit rate change throughout the tenure.)

**Example: Floating rate loan/financing**

Current Balance : RM350,000  
 Interest/Profit rate : 3.5%  
 Loan/Financing Tenure : 180 months  
 Remaining Tenure : 114 months

<u>Conventional Loan</u>	<u>Current repayment schedule</u>	<u>Option 1: 6-month moratorium</u>	<u>Option 2: 6-month reduction in instalments by 50%</u>
Monthly instalment	RM3,575	RM3,575	RM3,575
1 <sup>st</sup> 6 months	RM3,575	RM0	RM1,788
7 <sup>th</sup> month onwards	RM3,575	RM3,575	RM3,526
<b>Total interest</b>	RM143,395	RM151,840	RM148,589
<b>Total tenure (months)</b>	180	186	186

<u>Islamic Financing</u>	<u>Current payment schedule</u>	<u>Option 1: 6-month moratorium</u>	<u>Option 2: 6-month reduction in instalments by 50%</u>
Monthly instalment	RM3,575	RM3,575	RM3,575
1 <sup>st</sup> 6 months	RM3,575	RM0	RM1,788
7 <sup>th</sup> month onwards	RM3,575	RM3,575	RM3,526
<b>Total profit</b>	RM143,395	RM151,797	RM148,589
<b>Total tenure (months)</b>	180	186	186

**Example: Fixed rate loan/financing**

Loan/Financing Amount : RM300,000  
 Interest/Profit rate : 5.0%  
 Loan/Financing Tenure : 60 months  
 Remaining Tenure : 42 months

<u>Conventional Loan</u>	<u>Current repayment schedule</u>	<u>Option 1: 6-month moratorium</u>	<u>Option 2: 6-month reduction in instalments by 50%</u>
Monthly instalment	RM6,250	RM6,250	RM6,250
1 <sup>st</sup> 6 months	RM6,250	RM0	RM3,125
7 <sup>th</sup> month onwards	RM6,250	RM6,250	RM6,016
<b>Total interest</b>	RM75,000	RM89,710	RM83,906
<b>Total tenure (months)</b>	60	66	66

<b>Islamic Financing</b>	<b>Current payment schedule</b>	<b>Option 1: 6-month moratorium</b>	<b>Option 2: 6-month reduction in instalments by 50%</b>
<b>Monthly instalment</b>	RM6,250	RM6,250	RM6,250
<b>1<sup>st</sup> 6 months</b>	RM6,250	RM0	RM3,125
<b>7<sup>th</sup> month onwards</b>	RM6,250	RM6,250	RM6,016
<b>Total profit</b>	RM75,000	RM89,512	RM83,906
<b>Total tenure (months)</b>	60	66	66

**Note to all of the above:**

- All applications are subject to OCBC's approval although they will not be rejected if you have fulfilled all the stated criteria.
- There will be no compounding of interest/rental/profit on the 6-month period of assistance of the loan/financing.
- Capitalisation of rental/profit is not applicable to all Islamic financing under the Payment Assistance Package.
- Please be reminded that the overall interest/profit or rental may increase/be adjusted, incurring overall higher loan/financing cost over the tenure/revised tenure of the loan/financing (where applicable). You may re-engage the bank at any time to review your repayment/payment options when your financial circumstances improve.
- Any payment made pursuant to the Repayment/Payment Assistance offered to you will first be used to settle the outstanding accrued profit and late payment charges (where applicable).

<b>3. Will there be compounded interest/profit on my loan/financing during the deferred payment period?</b>	The interest/profit charged during the deferred payment period will not be compounded.
<b>4. How do I select my preferred option for the Repayment/Payment Assistance package?</b>	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 <a href="#">here</a> and the Bank will get in touch with you.  <u>OR</u>  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.  <u>OR</u>  If you are an OCBC Premier Banking client, you may contact your dedicated Relationship Manager for assistance.

<b>5.</b>	<b>What supporting documents are required for the Repayment/Payment Assistance package?</b>	<table border="1"> <thead> <tr> <th></th> <th>Category</th> <th>Supporting Documents</th> </tr> </thead> <tbody> <tr> <td>(i)</td> <td>Individuals (B40/M40/T20) with a Commercial Property Loan or Financing</td> <td rowspan="3">           You are only required to make a Self-Declaration on our <a href="#">Service Request Form</a> once the Bank gets in touch with you within 2 calendar days to confirm your selected package             No supporting document is required. However, the Bank may ask for it at a later stage for verification purposes. The Bank reserves the right to rescind the offer if the borrower/customer is found to have misled the Bank on eligibility.         </td> </tr> <tr> <td>(ii)</td> <td>Microenterprises*</td> </tr> <tr> <td>(iii)</td> <td>Adversely affected SMEs*</td> </tr> </tbody> </table> <p><i>*as defined by SME Corporation Malaysia</i></p>		Category	Supporting Documents	(i)	Individuals (B40/M40/T20) with a Commercial Property Loan or Financing	You are only required to make a Self-Declaration on our <a href="#">Service Request Form</a> once the Bank gets in touch with you within 2 calendar days to confirm your selected package  No supporting document is required. However, the Bank may ask for it at a later stage for verification purposes. The Bank reserves the right to rescind the offer if the borrower/customer is found to have misled the Bank on eligibility.	(ii)	Microenterprises*	(iii)	Adversely affected SMEs*
	Category	Supporting Documents										
(i)	Individuals (B40/M40/T20) with a Commercial Property Loan or Financing	You are only required to make a Self-Declaration on our <a href="#">Service Request Form</a> once the Bank gets in touch with you within 2 calendar days to confirm your selected package  No supporting document is required. However, the Bank may ask for it at a later stage for verification purposes. The Bank reserves the right to rescind the offer if the borrower/customer is found to have misled the Bank on eligibility.										
(ii)	Microenterprises*											
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<b>6.</b>	<b>Am I still eligible for the Repayment/Payment Assistance package if I have accepted an existing Payment Relief Assistance package (since October 2020)?</b>	<p>Yes, you are still eligible to participate in the Repayment/Payment Assistance programme if you meet the eligibility criteria in item 1.</p>										
<b>7.</b>	<b>What is the process of transition from the existing repayment/payment assistance programme to this assistance under PEMULIH? I prefer to have a 6-month moratorium instead of a 3-month moratorium.</b>	<p>You can submit your details by completing our e-Form <a href="#">here</a> and the Bank will get in touch with you to discuss on the transition.</p>										
<b>8.</b>	<b>Will the Repayment/Payment Assistance package impact my ability to apply for a new loan/financing facility later on? Will the deferred/reduced payment be reflected in CCRIS?</b>	<p>There will be no negative implication to your CCRIS records and no impact on new loan/financing facilities later on.</p>										

9.	<b>Will I have to incur any processing fee for the Repayment/Payment Assistance programme?</b>	The Bank does not charge any processing fee for the Repayment/Payment Assistance programme.
10.	<b>How will I know the status of my selected choice for the Repayment/Payment Assistance package?</b>	<p>The Bank will get in touch with you within 2 calendar days from the date we receive your request for Repayment/Payment Assistance by acknowledging and confirming your selected package.</p> <p>You will be notified of your participation in the Repayment/Payment Assistance Programme within 5 calendar days for individuals and 14 calendar days for SMEs and Microenterprises from the date the selection is made.</p>
11.	<b>When will the Repayment/Payment Assistance take effect?</b>	The Repayment/Payment Assistance will be made available for instalments/payments due in July 2021 onwards and will commence from the borrower/customer's next instalment/payment from the date of request.
12.	<b>What can I do if my application is rejected?</b>	<p>If you would like to discuss your rejected application, you may direct your enquiries through the following avenues:</p> <ol style="list-style-type: none"> <li>i. Call our Contact Centre at Tel No. 1300-88-7000; or</li> <li>ii. 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 <a href="http://www.akpk.org.my">www.akpk.org.my</a>.</li> </ol>