

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

FOR SECURED LOAN AND FINANCING INDIVIDUAL CUSTOMERS

FAQs on Post Moratorium Financial Relief Measures for customers affected by Covid-19											
No	Question	Answer									
1	I have been affected by the Covid-19 pandemic and still need financial assistance beyond the 6-month moratorium. How can OCBC assist me?	We have a relief plan to help customers affected by the pandemic and require assistance beyond the current 6-month payment moratorium, which ends on 30 September 2020. Our relief plan consists of 3 packages as outlined in item 2 below. Please get in touch with us through any of the channels outlined in item 4 below so that we may assist you further.									
2	What are the available financial relief measures offered by OCBC to customers like me?	<p>Following are the available packages under OCBC relief plan:</p> <p>A. Loan and Financing Payment Deferment for 3 Months</p> <p>Your loan or financing payment/repayment deferment will be extended for another 3 months. You may apply for Package A starting from 1 October 2020 until 31 December 2020. Amortisation of the loan / financing will be adjusted across the existing loan / financing tenure. The existing loan / financing tenure remains unchanged. This package is offered <u>only</u> to individuals who have lost their jobs due to the Covid-19 pandemic. Documentary evidence of job loss is required.</p> <p>Click here to apply</p> <p>B. Lower Instalments with Subsequent Step-up Payments</p> <p>Your monthly instalment / payment amount is reduced by 50% for 12 months following the end of the existing moratorium. On the 13th month and onward, your monthly instalments/payments will be increased until the end of the loan/financing tenure to make up for the 12-month lower monthly instalments/payments. Your loan or financing tenure remains unchanged.</p> <p>For an example of how this works, please refer to the table below which is based on a possible scenario:</p> <table border="1"> <thead> <tr> <th></th> <th>Without relief assistance</th> <th>With 50% reduction in instalments/payments over 12 months</th> </tr> </thead> <tbody> <tr> <td>Loan's/Financing's Outstanding Balance</td> <td>RM300,000</td> <td>RM300,000</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>3.5%p.a.</td> <td>3.5%p.a.</td> </tr> </tbody> </table>		Without relief assistance	With 50% reduction in instalments/payments over 12 months	Loan's/Financing's Outstanding Balance	RM300,000	RM300,000	Effective Interest/Profit Rate	3.5%p.a.	3.5%p.a.
	Without relief assistance	With 50% reduction in instalments/payments over 12 months									
Loan's/Financing's Outstanding Balance	RM300,000	RM300,000									
Effective Interest/Profit Rate	3.5%p.a.	3.5%p.a.									

Remaining Loan/Financing Tenure	20 years	20 years
Monthly Instalment/Payment Amount for the first 12 months	RM1740	RM870
Monthly Instalment/Payment Amount thereafter (i.e. 13 months onward)		RM1,804
Total Interest/Profit Payable	RM117,558	RM121,636

[Click here](#) to apply

C. Tenure extension

Your loan/financing tenure is extended to allow you to repay/pay a lower monthly installment/payment amount. Loan / Financing tenure shall not be extended beyond 35 years or 70 years old (whichever earlier) from the date of first disbursement of the loan / financing.

For an example of how this works, please refer to the table below which is based on a possible scenario:

	Without relief assistance	Tenure extended
Loan's/Financing's Outstanding Balance	RM300,000	RM300,000
Effective Interest/Profit Rate	3.5%p.a.	3.5%p.a.
Original Tenure	20 years	-
Extended tenure	-	2 years
With tenure extended under Package C		22 years (20 years + 2 years)
Monthly Instalment	RM1,740	RM1,632
Total Interest/Profit Payable	RM117,558	RM130,467

[Click here](#) to apply

Note to all of the above:

- (i) *All applications are subject to OCBC's approval.*
- (ii) *If your application for Package A under Post-Moratorium Financial Relief Program is already*

		<p><i>approved, you can apply Post-Moratorium Financial Relief Program or Targeted Repayment Assistance (for those who are categorized under B40 and M40) under Package B or C only.</i></p> <p>(iii) <i>Package B: For individuals who require a higher reduction in their installment/payment amounts to match the amount of your income reduction/loss, please get in touch with us through any of the channels outlined in item 4 below so that we may assist you further.</i></p> <p>(iv) <i>Package C involves changing the original repayment/payment terms and conditions, i.e. tenure and/or monthly instalment/payment amount.</i></p> <p>(v) <i>Capitalization and compounding of rental/profit are not applicable for all Islamic Home-i/Term-i customers under Post Moratorium program.</i></p> <p>(vi) <i>For Islamic Home-i/Term-i under Bai Bithaman Ajil (BBA) contract with Fixed Rate pricing, the contracted sale price remains unchanged.</i></p> <p>(vii) <i>Please be reminded that the overall interest/rental or profit (except for Islamic Home-i/Term-i under BBA) may increase / be adjusted incurring overall higher 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 schedule in the event your financial circumstances have improved.</i></p>
3	Who is eligible to apply for these relief plans?	<ul style="list-style-type: none"> • For package A outlined in item 2 above: Individuals who have lost their jobs due to the Covid-19 pandemic. • For packages B and C outlined in item 2 above: Individuals who have suffered a drop in income due to the Covid-19 pandemic. <p>Note:</p> <p>(i) <i>Each application will be assessed on a case-to-case basis.</i></p> <p>(ii) <i>Post Moratorium program is not applicable to individuals under a bankruptcy charge</i></p> <p>(iii) <i>If your application for Package A under Post-Moratorium Financial Relief Program is already approved, you can apply Post-Moratorium Financial Relief Program or Targeted Repayment Assistance (for those who are categorized under B40 and M40) under Package B or C only.</i></p>
4	How do I submit my application?	<p>You may submit your application via any of the following channels:</p> <ol style="list-style-type: none"> 1. The Online Application Form available on the OCBC website, attaching the supporting document(s); or 2. Visit or call any of our branches nationwide (Click here for the list of branches) <p>To expedite our process, please submit your application only once.</p>

		For enquiries, call our dedicated Consumer Moratorium Hotline: 603-83175011 (From 9am to 6pm, Monday to Friday - excluding public holidays and weekends)
5	By when must I apply to participate in any of the relief plans?	You must apply any time between now to 30 June 2021.
6	What are the required documents to apply for this relief plan?	<p>You are required to furnish additional information/supporting documents as may be requested by OCBC Bank or OCBC Al-Amin.</p> <p>If you are/were an employee, you must submit the following:</p> <ul style="list-style-type: none"> • Retrenchment Letter; or • Salary slip (to prove your income before and after the pay cut); or • Latest EPF Statement • Statutory Declaration if the above documents are not available (Click here for the format) <p>If you are self-employed:</p> <ul style="list-style-type: none"> • Bank statements before and after business income impacted; or • Statutory Declaration if the above is not available.
7	How long will it take for OCBC to get back to me on the status of my application?	<p>We will get in touch with you within 5 days via email/SMS/letter provided all required documents / information has been submitted to us.</p> <p><i>Note: It may take longer if there are PH/weekends in between</i></p>
8	If I take up any of these plans, will my CCRIS records be affected?	No, there will be no negative implication to your CCRIS records. This will not be reported as rescheduled and restructured or credit impaired in CCRIS.
9	What can I do if my application is rejected?	<p>1. If you would like to discuss on your application, you may direct your enquiries through the following avenues:-</p> <ol style="list-style-type: none"> a) approaching the Bank's branch staff; or b) calling the Bank's Contact Centre at Tel: +603 83175011 or c) e-mail us: LoanFinancingMoratorium@ocbc.com or d) writing to the Bank to: <p style="text-align: center;">Service Transformation Department, OCBC Bank (Malaysia) Berhad, Level 2, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur</p> <p>2. You may also 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. You can contact AKPK at:</p> <p style="text-align: center;">Tingkat 8, Maju Junction Mall 1001, Jalan Sultan Ismail 50250 Kuala Lumpur Tel: 03-2616 7766 E-mail: enquiry@akpk.org.my</p>

Note: This FAQ is current as at 24 Feb 2021. It is not exhaustive and there may be additional changes in the future.