



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 Repayment/Payment Assistance to B40 borrowers/customers who are recipients of Bantuan Sara Hidup (BSH) / Bantuan Prihatin Rakyat (BPR)		
No	Question	Answer
1	Who is eligible to apply for the B40 repayment/payment assistance?	<p>Individuals in the following group listed in the relevant government's databases are eligible to apply:</p> <ul style="list-style-type: none"> <li> <b>B40 group</b> – Defined as those whose names appear on the <i>Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR)</i> list </li> </ul>
2	I continue to be affected significantly by the Covid-19 pandemic and still need financial assistance beyond the 6-month moratorium that was announced in March 2020. How can OCBC assist?	<p>We have repayment/payment assistance plans to help customers affected by the pandemic and require assistance beyond the 6-month payment moratorium, which ended on 30 September 2020.</p> <p>For those in the B40 group, the repayment/payment assistance programme involves the following packages:</p> <p><b>A. Loan or Financing Payment Deferment for 3 months</b></p> <p>Your loan or financing payment/repayment will be deferred for 3 months. Following this deferment, upon resumption the loan or financing payment/repayment amount will be increased by amortising the amount that was not paid for the three months over the remaining months. Note that the tenure of the existing loan or financing will remain unchanged. Note also that, per the norm, interest/profit (non-compounding) will continue to be charged during this time (although it is also payable later).</p> <p><a href="#">Click here</a> to apply</p> <p><b>B. 50% reduction in instalment/payment for the first 6 months with Subsequent Step-up Payments</b></p> <p>Your monthly instalment/payment amount will be reduced by 50% for 6 months after which, from the 7th month onwards, your monthly instalments/payments will be increased equally across the remaining months until the end of the loan/financing tenure to make up for the 6 months of lower monthly instalments/payments. Your loan or financing tenure will remain unchanged.</p> <p>Here is an example of how this works for your reference. (Note: this example assumes there is no interest/profit rate change throughout the tenure.)</p>

		Without repayment/payment assistance	With 50% reduction in instalments/payments over 6 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 6 months, i.e. from 1 Dec 2020 to 31 May 2021	RM1740	RM870
	Monthly Instalment/Payment Amount thereafter, i.e. from 1 June 2021 until maturity		RM1,771
	Total Interest/Profit Payable	RM117,558	RM119,604
	<p><a href="#">Click here</a> to apply</p> <p>Please contact us through any of the channels outlined in item 4 below so we may provide further assistance.</p> <p><i>Note to all of the above:</i></p> <p>(i) All applications are subject to OCBC's approval.</p> <p>(ii) Package B: Individuals who require a higher reduction to their installment/payment amounts should get in touch with us through any of the channels outlined in item 4 below so we may provide further assistance.</p> <p>(iii) Capitalization and compounding of profit are not applicable for all Islamic Home-i/Term-i customers under this programme.</p> <p>(iv) For Islamic Home-i/Term-i under the Bai Bithaman Ajil (BBA) contract with Fixed Rate pricing, the contracted sale price remains unchanged.</p> <p>(v) Please be reminded that the overall interest/rental or profit under these Target Repayment Assistant packages (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. You may re-engage the bank at any time to review your repayment/payment schedule in the event your financial circumstances have improved.</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"> <li>1. The Online Application Form available on the OCBC website, or</li> <li>2. Visit or call any of our branches nationwide (<a href="#">Click here</a> for the list of branches)</li> </ol> <p>If you have more than one loan or financing account with us, please submit each application with the different loan/financing account number separately to ensure each loan or financing application is captured.</p>	

		<p>For example: If you have 2 loan/financing accounts, please submit two applications using the applicable loan/financing account number for each.</p> <p>If you have any questions, please call our dedicated repayment/payment assistance hotline: 603-83175011. It is open from 9am to 6pm, Monday to Friday - excluding public holidays and weekends.</p>
5	What are the types of loans and financing covered under this repayment/payment assistance programme?	Housing loans/financing approved before 1 October 2020 and remain performing (not in arrears exceeding 90 days as at date of confirmation by the customer).
6	By when must I apply to participate in any of the repayment/payment assistance programme?	You can apply any time from 23 November 2020 onwards.
7	What are the required documents to apply for the repayment/payment assistance programme?	<b>B40 group: No documents</b> are required if your name appears in the <i>Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR)</i> list
8	How long will it take for OCBC to get back to me on the status of my application?	<p>The Bank will notify you via email on your B40 eligibility status within the next working day after we receive your complete e-form by 6pm of the preceding working day. We will get in touch with you within 5 days via email/SMS/letter provided all the required information/documents (if any) have been submitted to us.</p> <p><i>Note: It may take longer if there are public holidays/weekends in between.</i></p>
9	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.
10	What can I do if my application is rejected?	<ol style="list-style-type: none"> <li>If you would like to discuss anything about your application, you may do so through any of the following: <ol style="list-style-type: none"> <li>Approach our branch staff; or</li> <li>Call our Contact Centre at Tel: +603 83175011 or</li> <li>e-mail us at <a href="mailto:LoanFinancingMoratorium@ocbc.com">LoanFinancingMoratorium@ocbc.com</a> or</li> <li>Write to us at: <p style="margin-left: 40px;">Service Transformation Department, OCBC Bank (Malaysia) Berhad, Level 2, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur</p> </li> </ol> </li> <li>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 style="margin-left: 40px;">Tingkat 8, Maju Junction Mall 1001, Jalan Sultan Ismail 50250 Kuala Lumpur Tel: 03-2616 7766 E-mail: <a href="mailto:enquiry@akpk.org.my">enquiry@akpk.org.my</a></p> </li> </ol>

Note: This FAQ is current as of 8 June 2021. It is not exhaustive and there may be changes in the future.