



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 for non-B40 customers affected by Covid-19					
No	Question	Answer			
1	I have been affected by the Covid-19 pandemic and still need repayment/payment assistance beyond the 6-month moratorium. How can OCBC assist?	We have a repayment/payment assistance programme to help customers affected by the pandemic and require assistance beyond the 6-month payment moratorium that ended on 30 September 2020. Our repayment/payment assistance programme 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 repayment/payment assistance programmes offered by OCBC to customers like me?	<p>Following are the available packages under OCBC repayment/payment assistance programme:</p> <p>A. Loan and Financing Payment Deferment for 3 Months Your loan or financing payment/repayment deferment will be extended for another 3 months. 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. Also note that, per the norm, interest/profit (non-compounding) will continue to be charged during this time (although it is also payable later).</p> <p>Click here to apply</p> <p>B. Lower Instalments with Subsequent Step-up Payments Your monthly instalment / payment amount is reduced by 50% for 6 months. From the 7th month onwards, your monthly instalments/payments are increased equally across the remaining months until the end of the loan/financing tenure to make up for the 6-months lower monthly instalments/payments. Your loan or financing tenure remains 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> <table border="1" data-bbox="727 1726 1432 1877"> <tr> <td></td> <td>Without repayment/payment assistant</td> <td>With 6 months reduced instalments by 50%</td> </tr> </table>		Without repayment/payment assistant	With 6 months reduced instalments by 50%
	Without repayment/payment assistant	With 6 months reduced instalments by 50%			

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 Amount for the first 6 months i.e. from 1 Dec 2020 to 31 May 2021	RM1740	RM870
Monthly Instalment Amount thereafter i.e. 1 June 2021 until maturity	RM1740	RM1,771
Total Interest/Profit Payable	RM117,558	RM119,604

[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 repayment/payment 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
3	Who is eligible to apply for these repayment/payment assistance programme?	<p>Click here to apply</p> <p><i>Note to all of the above:</i></p> <p>(i) <i>All applications are subject to OCBC's approval.</i></p> <p>(ii) <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>(iii) <i>Package C involves changing the original repayment/payment terms and conditions, i.e. tenure and/or monthly instalment/payment amount.</i></p> <p>(iv) <i>Capitalization and compounding of rental/profit are not applicable for all Islamic Home-i/Term-i customers under repayment/payment assistance programme.</i></p> <p>(v) <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>(vi) <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> <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><i>Note:</i></p> <p>(i) <i>Each application will be assessed on a case-to-case basis.</i></p> <p>(ii) <i>Repayment/Payment Assistance programme is not applicable to individuals under a bankruptcy charge</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 repayment/payment assistance 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 repayment/payment assistance programme?	You must apply any time from 1 October 2020 onwards.
6	What are the required documents to apply for this repayment/payment assistance programme?	<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 public holidays/weekends in between</i></p>
8	If I take up any of these programmes, 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 will happen to my/our original insurance/takaful coverage such as MRTA/MRTT/MLTA if we are taking one of these repayment/payment assistance programmes?	The MRTA/MRTT/MLTA will provide coverage as per the tenure stated in the MRTA/MRTT/MLTA certificate only. For the repayment/payment assistance programme with extended tenure (Package C), you may need to purchase the coverage for the extended period at additional cost. Kindly contact us if you would like to extend the MRTA/MRTT/MLTA coverage in line with the extended tenure of your loan/financing.
10	What can I do if my application is rejected?	<p>1. If you would like to discuss on your application, you may do so through any of the following avenues:-</p> <ol style="list-style-type: none"> a) approach our Bank's branch staff; or b) calling our Contact Centre at Tel: +603 83175011 or c) e-mail us: LoanFinancingMoratorium@ocbc.com or d) write to us: <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>
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Note: This FAQ is current as of 8 June 2021. It is not exhaustive and there may be additional changes in the future.