

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?	<p>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.</p> <p>Please get in touch with us through any of the channels outlined in item 4 below so that we may assist you further.</p>						
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. Extension of Loan and Financing Payment Deferment</p> <p>Your loan or financing payment/repayment deferment will be extended for another 3 months from 1 October 2020 to 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" data-bbox="724 1665 1430 1850"> <tbody> <tr> <td>Loan's/Financing's Outstanding Balance</td> <td>RM300,000</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>3.5%</td> </tr> <tr> <td>Remaining Loan/Financing Tenure</td> <td>20 years</td> </tr> </tbody> </table>	Loan's/Financing's Outstanding Balance	RM300,000	Effective Interest/Profit Rate	3.5%	Remaining Loan/Financing Tenure	20 years
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		<p>Click here to apply</p> <p>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.</p> <p>Click here to apply</p> <p><i>Note to all of the above:</i></p> <ul style="list-style-type: none"> (i) <i>All applications are subject to OCBC's approval.</i> (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> (iii) <i>Package C involves changing the original repayment/payment terms and conditions, i.e. tenure and/or monthly instalment/payment amount.</i> (iv) <i>Capitalization and compounding of profit are not applicable for all Islamic Home-i/Term-i customers under Post Moratorium program.</i> (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><i>Please be reminded that the overall interest or profit (except Islamic Home-i/Term-i under BBA) will be higher due to the extension of the loan or financing tenure (where applicable).</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><i>Note:</i></p> <ul style="list-style-type: none"> (i) <i>Each application will be assessed on a case-to-case basis.</i> (ii) <i>Post Moratorium program is not applicable to individuals under a bankruptcy charge</i> 						

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> <p>For enquiries, call our dedicated Consumer Moratorium Hotline: 603-83175011 (From 9am to 6pm, Monday to Friday - excluding public holidays and weekends)</p>
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?	We will get in touch with you within 7 working days via email/SMS/letter provided all required documents / information has been submitted to us.
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?	<ol style="list-style-type: none"> 1. If you would like to discuss on your application, you may direct your enquiries through the following avenues:- <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="margin-left: 40px;">Service Transformation Department, OCBC Bank (Malaysia) Berhad, Level 2, Menara OCBC, 18 Jalan Tun Perak, 50050 Kuala Lumpur</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

		<p>education and debt restructuring for individuals. You can contact AKPK at:</p> <p>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 at 5 Nov 2020. It is not exhaustive and there may be additional changes in the future.