

FAQs: October 2021 - Instalment Revision for Mortgage Loan/Property Financing-i Accounts

Q1: I noticed that the Instalment amount for my loan/financing account has been revised effective 31 October 2021. Why does the bank revise the monthly instalment amount of my facility?

A1: In reference to our letter dated 17 September 2020 on revision of your loan/financing account pursuant to the Deferred Payment Program, we have recently reviewed whether the revised instalment amount advised in the said letter would be sufficient to fully settle your Facility by the Original Maturity Date as set out in your Letter of Offer. The newly revised instalment effective 31 October 2021 will ensure full settlement of the facility by the Original Maturity Date.

Q2: How is my revised instalment calculated?

A2: Your revised instalment is calculated based on:

- i. loan/financing outstanding balance as at 31 July 2021
- ii. the remaining tenure as at 30 September 2021 and,
- iii. the interest rate/profit rate of your account as at 31 July 2021

The revised instalment is calculated based on a universal standard financing amortization formula.

Q3: I have several Loan/financing facilities with your Bank. Why did I receive only one notification letter from the Bank?

A3: If you did not receive any notification letter for your other facilities, it means that your other facilities are excluded from instalment revision and hence instalment adjustment is not required. We will continue to review all your facilities as and when an adjustment is required and notify you accordingly.

Q4: With these changes in instalment amount is there a change in the loan interest rate/financing profit rate?

A4: No, your loan interest rate/financing profit rate remain unchanged.

Q5: My revised instalment amount is higher than my old instalment amount. Can I request the Bank to lower instalment amount?

A5: Yes. If you think you might face difficulties with making regular payment and need payment assistance, please reach out to us now so we can help you based on your individual situation.

You may submit your request via our corporate website at:

<https://www.hlb.com.my/en/personal-banking/home/loan-financing-payment-relief-application-inv.html?icp=hlb-en-others-cta-txt-applyindi>

You may also reach out to us by calling our hotlines, emails or visiting our Branches.

- HLB Customer Collections: 603-79591888 (Mon-Fri, 8.45am-7.00pm)
- HLB Contact Centre: 603-7626 8899 (Mon-Sat 9.00am – 9.00pm)
- For Individual customers, please email to: paymentrelief@hlbb.hongleong.com.my
- For SME customers, please email to: sme@hlbb.hongleong.com.my

To find out more about HLB/HLISB Targeted Payment Relief Assistance Plan, please refer to our corporate website and FAQ at:

<https://www.hlb.com.my/en/personal-banking/news-updates/hlb-payment-relief-assistance-plan.html?icp=hlb-en-home-txt-quicklink>