

FAQs for HLB/HLISB Flood Relief Assistance

No	Question	Answer
1.	Is the Bank providing any help for flood affected customers?	<p>The Bank has introduced HLB/HLISB 'Flood Relief Assistance' programme, offering up to a six-month payment deferment for all loan and financing facilities, including credit cards.</p> <p>This program is applicable to qualifying retail, SME and commercial customers affected by the recent floods in several states, such as Kelantan, Terengganu, Pahang and Johor.</p>
2.	How do I know if I qualify for the Flood Relief Assistance?	If your residence, property or business is directly impacted by the recent floods, in states such as Kelantan, Terengganu, Pahang and Johor, you may request for the Flood Relief Assistance.
3.	What is the duration of the assistance?	Affected customers can receive up to six-month payment deferment for all loans and financing facilities, including credit card payments.
4.	If I accept this Flood Relief Assistance, will it impact my CCRIS?	No, your account will not be tagged as Rescheduled & Restructured (R&R) in CCRIS.
5.	If I am currently on HLB/HLISB Payment Relief Assistance Plans (PRAP) assistance, can I apply for this Flood Relief Assistance?	Yes, you may. If you accept the Flood Relief Assistance, this will supersede your PRAP assistance. Once your Flood Relief Assistance period has ended and you still require further assistance, you can apply for any available relief plans from the Bank that suits your circumstances.
6.	How do I apply for this Flood Relief Assistance?	<p>Customers can request for the Flood Relief Assistance through the following channels:</p> <ol style="list-style-type: none"> 1. SMS – If you have received a direct SMS from HLB/HLISB and have reply accepted YES, the Bank will be contacting you within 3 working days to initiate the assistance. 2. Request via our website: https://www.hlb.com.my/en/personal-banking/news-updates/flood-customer-relief-assistance.html 3. Call HLB/HLISB Flood Relief Assistance at 03 7959 1888. 4. For SME and Corporate customers, please contact your Relationship Managers. 5. Walk into any HLB/HLISB branches nationwide nearest to you. Visit https://www.hlb.com.my/en/personal-banking/help-support/branch-locator.html?icp=hlb-en-all-footer-txt-locator for branch location.
7.	Do I need to submit any supporting documents when I	To help us process your request, please provide photo-proof of the damage/impact of the flood on your residence/property/business.

	apply for the Flood Relief Assistance?	
8.	How do I know that my application is being reviewed by the Bank?	You will be contacted by the Bank within 3 working days upon receipt of your request/application.
9.	Must the loan/financing facilities of the affected property/residence/business under HLB/HLISB in order for me to request for assistance?	As long as the flood impacts your income/cash-flow, you can request for the Flood Relief Assistance.
10.	Will there be any interest/profit charged on the deferred amount?	<p>Yes, there will be interest / profit charged on any deferred amounts.</p> <p>For some loan/financing facilities, tenure of the said loan/financing facilities may be extended.</p> <p>We will notify you about the revised instalment amount and tenure.</p>
11.	Does this relief assistance apply to newly approved / disbursed loans/financings?	Yes, this flood relief assistance is applicable to newly disbursed loan and financing facilities.
12.	Is there any processing fee that will be charged to my account if I accept the relief assistance plan?	No, processing fees will be waived.
13.	Can I opt out from Flood Relief Assistance Plan in the event my financial status recovers?	Yes, you can choose to opt out earlier. Let us know promptly when you can re-instate / re-start the original instalment payments and we will make the necessary arrangements.
14.	If my financial condition is not affected, can I apply for the flood relief assistance?	If you have not been impacted by the recent floods and have no difficulties in meeting your loan and financing payment/repayment commitment, you must continue with your repayments/payments commitments as per usual. Please ensure that you maintain your payments up to date and future payments made when due as your ability to repay/pay your loans/financing has not been impacted.
15.	Do I need to sign any Supplementary Letter of Offer (SLO)?	<p>Yes, where there is an extension in of the loan/ financing tenure, you will need to.</p> <p>We will send you a SLO in order to indicate the revised terms. We will do this in a simple manner and utilise digital tools to expedite the execution process.</p> <p>The Bank will contact you via phone/email you the copy of the SLO for your required action.</p> <p>Do look out for it in your email inbox as well as checking your 'junk' mailbox as the email may have been directed there.</p>

16.	If there is a joint borrower/customer involved, is the joint borrower/customer required to fill up the application form/ perform acceptance of the Supplementary Letter of Offer as well?	It is not compulsory for Joint Borrower(s)/Customer(s) to fill in the application form. However, all borrowers/customers must execute the Supplementary Letter of Offer when the application is approved.
17.	If one of the joint borrowers/customers is deceased, can the primary borrower/customer fill up the application form/ Supplementary Letter of Offer by himself / herself?	Yes, you can fill up the application form and proceed first. Note: If you do not have the copy of the LA / Grant of probate of the deceased during application, you may forward to us a copy during the execution of the Supplementary Letter of Offer.
18.	What if there is a Guarantor? Does the guarantor need to fill up the application form as well?	No. But the guarantor might be required to provide additional information to support the Payment Relief Assistance request.
19.	Is the Guarantor required to sign the Supplementary Letter of Offer?	<p><u>For Mortgage / Property financing-i / Hire Purchase/ Hire Purchase -i / Business Cash Loan (under Private Limited Companies)/ Partnerships</u></p> <p>The Guarantor who will be signing the Supplementary Letter of Offer would be the appointed person stated in the Board's Resolution or Partnership Mandate, whichever is relevant. A copy of the Board's Resolution or Partnership Mandate is to be provided to the Bank.</p> <p><u>Hire Purchase/ Hire Purchase -i under individual name or Sole Proprietor:</u></p> <ul style="list-style-type: none"> The Guarantor is required to sign the Guarantor Consent letter upon acceptance of the Supplementary Letter of Offer.
20.	When do I have to start servicing/paying the new instalment amount?	Payments will commence per the approved assistance plan specified in the Supplementary Letter of Offer. Please refer to the same for details of amount and due date.
21.	Any time limit of the application for this Flood Relief Assistance?	We will consider all applications up to 15th February 2021. We may extend this date depending on how the flood situation develops.
22.	If my account is more than 90 days in arrears, can I apply for the Flood Relief Assistance?	Yes, we will process your application under Reschedule and Restructure Plan and your account will be reported as <i>Rescheduled and Restructured (R&R)</i> in Central Credit Reference Information System (CCRIS).

23.	My Mortgage/Property Financing/Auto financing/Personal financing/ASB Financing is protected with insurance/takaful coverage for the entire financing tenure. Following the Flood Relief Assistance, my financing tenure would have been extended beyond the original maturity of the financing. What will happen to the insurance/takaful coverage?	The insurance/takaful coverage will remain intact for the original financing tenure of the facility. If you wish to extend the insurance/takaful coverage for the extended period, please contact us. Additional insurance/takaful cost will be imposed for the extension of the protection coverage.
24.	Will the Bank be paying for the additional cost for extending the insurance/takaful coverage?	No, you will have to pay for the additional cost for extending the insurance/takaful coverage.
25.	What do I do with the standing instruction (SI) for the repayment/ payment of my account?	<p>1.SI which you have given instructions to be set up by the Bank:</p> <p>We will temporarily stop standing instructions (SI) for payments/repayments from your Hong Leong Current Account/i or Savings Account/i.</p> <p>2. SI which are set up by customers via Connect Online Banking:</p> <p>You will need to change your standing instruction(s) on Connect Online Banking should you wish to defer your loan/financing instalments. Please remember to effect a new standing instruction for your repayments/payments before the end of the 6 months deferment so that your repayments/payments are kept up to date after the flood relief assistance ends.</p> <p>3. SI from current account/-i or savings account/-i from other banks.</p> <p>Please amend the SI with the respective banks.</p> <p>Should you wish to make payments during the deferment period, you have the flexibility of doing so via:</p> <ul style="list-style-type: none"> • online transfers; or • our self-service terminals; or • setting up another standing instruction via Connect Online Banking just for this moratorium period. <p>Note: Unless you take actions on item 2 or 3 above (as the case might be) any payments we receive will go towards meeting the monthly repayments/payments.</p>

26.	I have made advance / excess payment into my loan/financing account. What happens to the advance / excess payments?	Any excess or advance payment will be used to offset any deferred instalments at the end of the 6 months deferment period.
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Terms of Glossary

No	Terminology	Explanation
1	Accrued Interest	Accrued interest is the amount of interest that has accumulated on a loan/financing since the last interest payment date.
2	Base Lending Rate (BLR)	The Base Lending Rate, set by Bank Negara Malaysia is a minimum interest rate calculated by banking institutions based on a formula that considers the institutions' cost of funds and other administrative costs.
3	CCRIS (Central Credit Reference Information System)	The Central Credit Reference Information System (CCRIS) is a system created by Bank Negara Malaysia's (BNM) Credit Bureau to provide standardised credit reports on a potential borrower. It is a centralised database which offers a picture of your financial health.
4	Contractual Rate	Contractual Rate refers to the annual rate of interest with respect to a particular contract.
5	Compound Interest	Compound interest (or compounding interest) is the interest on a loan/financing calculated based on both the initial principal and the accumulated interest from previous periods.
6	Deferred Portion	Deferred Portion (in relation to a loan) is an amount equal to the principal and interest amount of the instalment repayment in respect of that particular loan that is at that particular time required to be repaid on the repayment dates falling during the deferral period (if any) in accordance with the agreement.
7	Deferred Interest	Deferred interest is an interest that you've accumulated on an account, but haven't yet paid. Instead, the interest is delayed, also known as deferred for a period of time.
8	Flat Rate	Flat Rate Interest is the type of interest that will stay the same on the principal loan/financing amount throughout your loan tenure.
9	Fixed Interest Rate	A fixed interest rate is a rate that will not change for the entire term of a loan. Note: Interest refers to conventional banking, whereby profit refers to Islamic Banking.
10	Fixed Rate Loan	A fixed-rate loan has an interest rate that doesn't change throughout the tenure of the loan.
11	Investment Fluctuation Reserve (IFR)	Investment Fluctuation Reserve is created as a provision for any change in the market value of investments.
12	Interest	Interest is a charge applied by banks for providing loan/financing facilities.
13	Maturity	Maturity is loan/financing payment completion.

14	Principal Amount	Principal Amount is total amount of money borrowed (or invested), not including any interest or dividends.
15	Restructuring & Rescheduling	<ul style="list-style-type: none">• Rescheduling refers to the extending or lengthening of your loan tenure – resulting in a revision of the monthly instalment amount. Meaning, you’ll get to pay a lesser sum each month.• Restructuring on the other hand, involves changing the type or structure of your loan in order to help you improve your current cash flow. For instance, the bank will convert your overdrafts to term loans.
16	Standing Instruction (SI)	A Standing Instruction (SI) is a service offered to customers of a bank, wherein regular transactions that the customer wants to make are processed as a matter of course instead of initiating specific transactions each time.
17	Tenure	Tenure is the length of time for which a term loan has been approved and is typically structured in 12-month multiples.
18	Variable Rate	A variable interest rate is an interest rate on a loan or security that fluctuates over time because it is based on an underlying benchmark interest rate or index that changes periodically.