

**FAQs on Things That You Need to Know on Hire Purchase/Hire Purchase-i (“HP/HP-i”)
Deferment Program
(Version May 5, 2020)**

1.	Is participation in this HP/HP-i Deferment Program automatic? Or do I need to apply?	<p>Customers/borrowers will continue to enjoy the HP/HP-i Deferment Program but need to complete a simple consent process so that we can regularize the previously rolled out moratorium.</p> <p>You can continue to participate in the moratorium program by following these simple steps:</p> <ol style="list-style-type: none"> 1) You will receive a SMS about this from us soon. You will also receive a unique 6-digit pin, unique to you, to use when filling in the web-form to indicate your participation in the HP/HP-i Deferment Program. 2) Once you receive the SMS, log on to our website at www.hlb.com.my/hpd to complete the web-form and accept the terms of the HP/HP-i Deferment Program.
2.	What happens to the April and May 2020 instalments if I don’t consent to the continuation of the 6-months moratorium?	<p>If you don’t wish to continue to participate in the 6-months moratorium program, you will have to start making your June 2020 installment on the June due date and then keep up with the normal monthly payments when due.</p> <p>The April and May 2020 monthly instalments deferred will have to be paid before 30 September 2020 so that you avoid having your account go into arrears starting October 2020 and consequently incur late payment charges (from October 2020 onwards) and your CCRIS report being impacted.</p> <p>If you can’t afford to make the full payments, please pay small amounts every month between June 2020 and Sept 2020 so that come 1st October 2020 you have caught up with the two (2) deferred instalments.</p> <p>We are here to help should you foresee having difficulties catching up by 1st October 2020 with your payments. Please contact us on:</p> <p>Phone: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my</p> <p>to discuss your particular circumstances.</p>
3.	Do I have to pay interest/profit on the deferred instalments?	<p>During the 6-months moratorium period, as previously communicated, there will be no interest/profit charged on the Deferred Instalments.</p> <p>After expiry of the 6-months moratorium period, interest/profit (not compounded) will be charged on the deferred instalments. More details will be provided in the consent form.</p>
4.	At what interest/profit rate will I be charged on the deferred instalments?	<p>The interest/profit rate that will be used to compute interest/profit is your existing loan/financing Contractual Rate/Annual Percentage Rate.</p> <p>Interest/Profit (not compounded) will continue to be charged on the deferred instalments until these deferred instalments have been repaid/paid in full.</p>

5.	How will I pay the 6 deferred instalments once the moratorium period is over, come 30 September 2020?	<p>We want to ensure that you have the flexibility that you need so that you are able to maintain a clean repayment track record.</p> <p>Depending on your cash flow and financial situation, one of the following options will best suite your particular circumstances:</p> <p>i. Pay all Deferred Instalments in one lump sum at the end of the Deferment Period i.e. by 30th September 2020. If you are able to do so, NO deferred interest/profit will be charged on the deferred instalments.</p> <p>OR</p> <p>ii. Pay any of the Deferred Instalments fully or partially at any time after the Deferment Period.</p> <p>This option will attract interest/profit (not compounded) on the balance of the deferred instalments whilst they remain unpaid.</p> <p>Under this option we are extending the term of your HP/HP-i financing facility by 6 months, to ensure that we maintain the monthly instalment unchanged. We do encourage you however to pay down these deferred instalments partly or fully anytime you can so that you reduce/minimise the interest/profit charged. So, if your cash flow allows it anytime in the future, please make the payment(s) whenever you can.</p> <p>We provide this flexibility to help you manage your cash flow immediately after the moratorium but also for the period thereafter.</p> <p>OR</p> <p>iii. If you foresee that neither of the two options above will adequately help you with your financial situation come 1st October 2020, please contact us at:</p> <p>Phone: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my</p> <p>so that we can discuss with you other potential options that better meet your particular circumstances.</p>
6.	If I choose to continue with the moratorium, but I am unable to pay all 6 months deferred instalments in one lump sum at the end of the Deferment Period, will it affect my CCRIS record	<p>No. Your CCRIS record would not be affected and no legal action or repossession action will be taken either, as long as you continue to pay your instalments from October 2020 onwards promptly.</p> <p>Please refer to the repayment options described in item 5 above.</p>

	and/or legal action/ repossession action will be taken against me?	
7.	I want to continue with my HP payments. What should I do?	<p>Please continue making your normal monthly instalments by the due dates.</p> <p>Kindly contact us if you wish to set up a standing instruction, if you don't already have one, to facility the payments.</p>
8.	Will my HP/HP-i facility tenure be automatically extended after the Deferment Period?	Yes. Please refer to item 5 above where you will find full details.
9.	<p>a) I wish to opt out from the moratorium – is there any grace period before my next instalment is due?</p> <p>b) Will there be any late charges/compensation charges?</p> <p>c) Will this affect my CCRIS?</p>	<p>a) You will be given the option to pay your April and May instalments no later than end of September 2020. Please refer to item 2 above for more information.</p> <p>b) There will be no late charges/compensation charges if you pay the April and May instalments by end of September 2020. Please make sure that from June 2020 onwards, you make your payments by the monthly due date, otherwise, these missed instalments (June 2020 onwards) will attract late charges/compensation charges.</p> <p>c) No, your CCRIS will be returned to the status as of 1st April 2020 if you clear the instalments by September 2020.</p>
10.	What can I do if I need help after the moratorium period?	<p>Please contact the Bank, we are here to help.</p> <p>Phone: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my</p> <p>We will assist you to reschedule and restructure your loan based on your needs. Please refer to item 5 above for more information as well.</p>
11.	What happens if I had a Standing Instruction (SI) before the moratorium, after I make the decision?	<p>If you choose not to participate, we will reinstate your SI from 1st June onwards.</p> <p>Also, please ensure that your instructions allow us to set-off against your April and May instalments. If unsure please contact us at:</p> <p>Phone: +603-76268899 Email: Hlonline@hlbb.hongleong.com.my</p> <p>If you had set-up the SI on HL Connect and reinstate the SI. Please also ensure that you also make the payment for April and May instalments via the online channel between now and September 2020 so that you catch-up on these two instalments.</p>

		If your SI is set-up with other bank, please inform the other bank to reinstate your SI and ensure that your SI include payments for April and May instalments.
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You can contact us to discuss any of these items via the contact details provided hereunder:

- 1. For general enquiries on HLB/HLISB Loans/Financing Moratorium/Deferment Programs:**
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)
Email: HLonline@hlbb.hongleong.com.my
- 2. For Bank Negara Malaysia Special Relief Fund for SME Affected by Covid-19:**
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)
Email: sme@hlbb.hongleong.com.my
- 3. For request to lower your instalment payment amount due after the Moratorium Period:**
HLB Customer Collections: 603-7959 1888 (8.45am – 5.45pm, Mon-Fri)
Email: CollsCustomerFeedback@hlbb.hongleong.com.my
- 4. For requests to maintain repayments/payments unchanged during the Moratorium Period:**
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)
Email: HLonline@hlbb.hongleong.com.my

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