

FAQs for HLB/HLISB Payment Relief Assistance Plans Individual Customers

No	Question	Answer
1.	Is the Bank providing any help for customers who cannot make payment since the end of the moratorium?	Yes, we have and will continue to help customers who need further financial assistance. Please reach out to us now to discuss your particular circumstances so that we can work together to facilitate your future loan/financing payments.
2.	How do I know if I qualify for one of the HLB Payment Relief Assistance Plans?	<p>If your income is affected or you have lost your job due to COVID-19 and you are facing difficulties making repayments, please reach out to us now so you can get the assistance you need.</p> <p>We would like to assure customers that our targeted Payment Relief Assistance Plans will remain available for those whose income have been affected by COVID-19.</p>
3.	What is the duration of the individualised assistance?	As this is an individualised plan to suit each customer's situation, the duration of the assistance will depend on the kind of assistance you need. Our goal is to help you through this challenging time
4.	Is loan/financing deferment part of the assistance?	<p>Yes, the HLB/HLISB PRAP includes restructuring and rescheduling of payments.</p> <p>Note: for CCRIS reporting purposes, the loan/financing will <u>not</u> be tagged as R&R in CCRIS for those approved on or before 30 June 2021.</p>
5.	Can I seek help for my credit card balance?	<p>We will continue to offer our credit card customers the option to convert their outstanding balances into a term loan through the HLB Credit Card Relief Conversion Plan until 30 June 2021 Customers can convert their outstanding balances into smaller instalments at an effective interest rate of 13% p.a. for 36 months (Flat interest rate 7.1% p.a.).</p> <p>Note: Customers who have already converted their credit card outstanding balance to Relief Conversion Plan previously and need further help on payment, please refer to question no 7.</p>
6.	Where can I find more information about starting repayment and or/payment assistance?	<p>You can reach out to the Bank by calling our hotlines, emails or visiting our Branches:</p> <ul style="list-style-type: none"> • HLB Customer Collections: 603-79591888 (Mon-Thurs, 8.45am-5.45pm, Friday 8.45am – 4.45pm) • HLB Contact Centre: 603-7626 8899 (Mon-Sat 9.00am – 6.00pm – Only for C19 Mora/Payment Relief Assistance) • For Hire Purchase/Hire Purchase-i, Mortgage/Property Financing-i, Personal Loans/Personal Financing-i, ASB Financing-i, Overdraft/Cashline-i/Share Margin Financing/Overdraft Secured by Unit Trust / Credit Card with Relief Conversion Plan >>paymentrelief@hlbb.hongleong.com.my • Walk in to any branches • Contact your Relationship Manager

<p>7.</p>	<p>What kind of payment assistance plans are available?</p>	<p>1. For Mortgage/ Property Financing-i/ Business Cash Loan (BCL)</p> <ul style="list-style-type: none"> a) Interest / profit payments only for a period of up to 15 months (October 2020 to December 2021) and thereafter to revise the monthly instalment upwards based on the remaining tenure and outstanding balance. b) Reduction in the monthly instalment payments to suit your specific circumstances, e.g. 25%, 50% to 75% reduction from your existing monthly instalments. The remaining tenure of the loan/financing will be extended accordingly. c) Step up instalment payment plan up to 2 years and there after the monthly instalments will be revised upwards based on the remaining tenure or an extension in the tenure and outstanding balance of the loan/financing at that point of time. d) Extended moratorium for an additional limited period. Interest/profit will be charged on the deferred instalments and subject to the terms and conditions apply (e.g.: Customers who are unemployed / under retrenchment/ unpaid leave/ significant reduction in income, e.g. >50%). <p>2. For Overdraft account/Cashline-i account</p> <ul style="list-style-type: none"> a) Conversion of overdraft/cashline-i amount to term loan. <p>3.For Hire Purchase/Hire Purchase -i, Personal loan/Personal Financing-i, ASB Financing-i, Credit Card with Relief Conversion Plan</p> <ul style="list-style-type: none"> a) Reduction in the monthly repayments to suit your specific circumstances, e.g. 25%, 50% to 75% reduction from your current month instalment. The remaining tenure of the loan/financing will be extended accordingly. Interest/Profit will be charged on the deferred portion of your monthly instalment. b) Extended moratorium for an additional limited period. Interest/profit will be charged on the deferred instalments and subject to the terms and conditions apply (eg: Customers who are unemployed / under retrenchment/ unpaid leave/ significant reduction in income, eg >50%). <p>As this is an individualised plan to suit each customer’s situation, we will assess your financial condition, affordability and the account status to come out with a payment assistance plan that suits you.</p> <p>Note: For Islamic Financing, any accrued profit/late charges from the original financing shall not be capitalised into the new restructured/rescheduled principal amount, to ensure that profit is not compounded. These amounts will however be added to the total new debt outstanding.</p>
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8.	How will this impact my credit rating in CCRIS?	Your account will not be reported as <i>Rescheduled and Restructured (R&R)</i> in CCRIS for those approved up to 30 June 2021.
9.	What if I am not eligible to enroll into any of the HLB Payment Relief Assistance Plans, will there be any other alternative plan that the bank can assist me with?	We understand your concern and we're here to help you based on your particular situation. If we are unable to help, or you require an independent assessment of your situation, please call 03-26167766 or visit AKPK customer portal at www.akpk.org.my
10.	If my financial condition is not affected, can I apply for one of the HLB Payment Relief Assistance Plans?	No, as you have not been impacted by COVID-19, your loan/financing remains unchanged. 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.
11.	Do I need fill up any application form?	Yes, you are required to fill up a simple application form – available on the website and our branches.
12.	Do I need to submit any supporting documents when I apply for one of the HLB Payment Relief Assistance Plans?	Yes, we will need the following documents to support your application; whichever applies: 1) Payslip dated March 2020 2) Latest Payslip 3) Latest EPF Statement (showing at least 9 months contribution) 4) HR letter stating loss of job/ no pay leave/ retrenchment (whichever applies) In the application form you will also be asked to declare your current income, employment information and nature of income impact. Please attached the applicable documents to the application form per above.
13.	Do I need to sign any Supplementary Letter of Offer (SLO)?	Yes, where there is an extension in of the loan/ financing tenure, you will need to. 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. The Bank will contact you via phone/email you the copy of the SLO for your required action. Do look out for it in your email inbox as well as checking your 'junk' mailbox as the email may have been directed there.
14.	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. Note: supporting documents as per item 12 above must be provided by all borrowers/customers.

15.	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.
16.	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.
17.	Is the Guarantor required to sign the Supplementary Letter of Offer?	<u>For Mortgage / Property financing-i / Hire Purchase/ Hire Purchase -i / Business Cash Loan (under Private Limited Companies)/ Partnerships</u> 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. <u>Hire Purchase/ Hire Purchase -i under individual name or Sole Proprietor</u> The Guarantor is required to sign the Guarantor Consent letter upon acceptance of the Supplementary Letter of Offer.
18.	How do I know that my application is being reviewed by the Bank?	You will be contacted by the Bank within 5 working days upon receipt of your application.
19.	How do I know that if the bank has approved / rejected my application for the HLB Payment Relief Assistance Plan?	You will receive an SMS notification/email from the Bank to inform you on the status of your application.
20.	When do I have to start servicing/paying the new instalment amount?	Payment will commence upon the acceptance of the new agreed assistance plan.
21.	Does this program apply to newly approved / disbursed loans/financings?	Generally, no if the facility was approved after 1 st April 2020. However, you may contact the Bank and the Bank will assess your financial situation and affordability and provide the right assistance to suit the particular situation that you may be facing.
22.	Is there any processing fee that will be charged to my account if I enroll for the payment assistance plan?	RM10.00 as Stamping Fees will be charged to your account for the stamping of your Supplementary Letter of Offer (SLO).
23.	BNM currently has reduced the Overnight Policy Rate (OPR)? Will my revised instalment be calculated based on the current rate changes?	Yes, the revised instalment amount will be calculated based on the latest Base Lending Rate (BLR) / Islamic Financing Rate (IFR)/ Base Rate (BR) / Islamic Base Rate (IBR) rate applicable to the account.
24.	Will there be any penalty/interest/ compensation charges charged to my	Yes, there may be penalty/interest/compensation charges charged to your loan/financing account in the event of default on the HLB/HLISB PRAP . Refer to the terms and conditions in your

	loan/financing in the event I default after I enroll into one of the HLB Payment Relief Assistance Plans?	Original Letter of Offer relating to penalty charges in the event of default on your new agreed instalment(s). As such, you are advised to ensure prompt payments in servicing your restructured/rescheduled loans/financing under the HLB/HLISB PRAP .
25.	I am a bankrupt. Am I eligible to enroll in to the HLB Payment Relief Assistance Plan?	Yes, you are eligible. However, you will need to obtain consent from the Official Assignee (OA) in the Department of Insolvency before enrolling for the HLB Payment Relief Assistance Plan.
26.	Can I opt out from the HLB Payment Relief Assistance Plan in the event my financial status recovers?	Yes, you can choose to opt out from the HLB Payment Relief Assistance Plan. Let us know promptly when you can re-instate / restart the original instalment payments and we will make the necessary arrangements.
27.	How do I know that I have successfully opted out from the Plan?	A notification letter will be issued to you to inform you of the new monthly instalments. You need to pay the new instalments by the due date.
28.	Will there be any interest/ profit charged on the deferred amount?	Yes, there will be interest / profit charged on any deferred amounts. We will notify you about the revised instalment amount.
29.	Any time limit of the application for this HLB Payment Relief Assistance Plans?	We will consider all applications to the HLB / HLISB PRAP up to 30 th June 2021. However, we encourage you to contact us as soon as you feel that there may be a need for assistance with your loan/financing installments.
30.	Can I negotiate the interest/ profit rate?	We will assess your request according to your financial situation and affordability.
31.	If my account is more than 90 days in arrears, can I apply for the HLB Payment Relief Assistance Plans?	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).
32.	My Mortgage/Property Financing/Auto financing/Personal financing/ASB Financing is protected with insurance/takaful coverage for the entire financing tenure. Following the Moratorium, my financing tenure has 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.
33.	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.