

Frequently Asked Questions on Personal Loan/Financing-i | Mycoop Loan/Financing | Pension Financing Deferment Program

(Version 29 Mar 2020)

No	Question	Answer
1	Who is eligible for this automatic moratorium?	<p>The automatic moratorium granted by HLB and HLISB under the deferment program. It applies to all types of Personal loan/financing-i, Mycoop Loan/Financing, Pension Financing, Conventional and Islamic, granted to individuals and <u>disbursed prior to 1 April 2020</u>.</p> <p>The automatic moratorium is applicable to loans/financing that are: (a) not in arrears exceeding 90 days as at 1 April 2020; and (b) denominated in Ringgit Malaysia (MYR).</p>
2	Does the automatic moratorium apply for new loans/financing applied/ approved/ disbursed during the 6 months?	No. The automatic moratorium is not applicable to loans/financing disbursed after 31 March 2020.
3	When am I expected to start paying my instalment again?	Your next due date for repayment/payment is in October 2020.
4	Does that mean the bank does not charge interest/profit during the moratorium period?	No. Interest/profit will still continue to be billed during this moratorium period. The deferred instalments will not incur compounded interest/profit.
5	Does that mean my instalment or repayment/payment is higher after the moratorium period?	<p>No, your monthly instalment will be the same (i.e. remain unchanged) after the moratorium period. Any deferred instalments during this automatic moratorium will be repaid/paid by extending the maturity period of your loan/financing for the same duration as the moratorium period.</p> <p>For customers who are enjoying pay-on-time rebates and cash backs for prompt payments, please be assured that deferred instalments during the moratorium period will not affect your eligibility for the rebates/cashbacks.</p>
6	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 moratorium period.
7	I have more than 1 personal loan/financing account with the bank. Can I opt out of the automatic moratorium for only some, and not all of the personal loan/financing accounts?	<p>Yes, you may.</p> <p>There is flexibility for you to make zero / partial / full instalments to any or all of your loan/financing account during the moratorium period.</p> <p>At the end of the moratorium period, we will calculate the deferred instalments for each account and extend the</p>

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		loan/financing tenure accordingly so that the loan/financing instalment does not change.
8	Can I opt-out of the automatic moratorium and only make partial repayment/payment during the 6 months?	<p>By default, all eligible loan/financing accounts enjoy the automatic deferment.</p> <p>You can also elect to just continue making your repayments/payments as usual, or whatever sums affordable to you during the period. There are no late payment charges/compensation charges.</p> <p>Note: For customers with standing instructions please be guided by item 11 below</p> <p>You do not need to send in any opt-out request to the Bank. You can just continue to make the payments as you have been.</p>
9	I did not opt-out of the automatic moratorium, but wish to continue to make some repayments/payments. What happens to these repayments/payments?	<p>Yes, you may choose to continue making your repayments/payments as usual, or whatever sums affordable to you during the moratorium period. These payments will go towards your scheduled payments.</p> <p>For example, should you fulfil <u>all your instalments</u> during the moratorium period, at the end of the moratorium period, there will be no need to extend the original tenure of your loan/financing account.</p>
10	I opted-out of the automatic moratorium. But I subsequently changed my mind. Can I opt back into the automatic moratorium then?	<p>Yes. By default, all eligible loan/financing accounts enjoy the automatic moratorium. However, customers can still elect to continue making your repayments/payments as usual, or whatever sums affordable to you during the period.</p> <p>We encourage borrowers/customers that can still continue to make payments/repayments to do so.</p>
11	What do I do with the standing instruction (SI) for the repayment/ payment of my account?	<ol style="list-style-type: none"> SI which you have given instructions to be set up by the Bank: We will temporarily stop standing instructions (SI) for payments/repayments from your Hong Leong Current Account/Current Account-i or Savings Account/Savings Account-i. SI which are set up by customers via Connect Online Banking: You will need to change your standing instruction(s) through 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 moratorium so that your repayments/payments are kept up to date after the automatic moratorium ends. SI from current account/current account-i or savings account/savings account-i from other banks.

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		<p>Please amend the SI with the respective banks.</p> <p>Should you wish to make any payments during the moratorium period, you have the flexibility of doing so via:</p> <ul style="list-style-type: none"> • instruct us to reinstate the SI (see item 1 above); • 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>
12	Can I settle or redeem my personal loan/financing during this moratorium period?	Yes, should you have deferred any instalments during the moratorium period, this will have to be settled as well when you redeem your loan/financing.
13	Will fees and charges apply during this moratorium period?	Yes, other fees and charges (except late payment charges/compensation charges and penalties) continue to apply as usual.
14	What if my loan/financing matures during this moratorium period?	Your loan/financing maturity will be deferred to October 2020. Any deferred instalments during this moratorium period will further extend your maturity period beyond October 2020.
15	My Mycoop loan/financing/Pension Financing are now being paid via salary/pension deduction. Do I need to inform my employer?	<p>For MyCoop Loans/Financing, salary deduction via Biro Perkhidmatan Angkasa will continue during the Moratorium period.</p> <p>Payments deducted for the Moratorium period, will be refunded into your Hong Leong Current Account/Current Account i or Savings Account/Savings Account i.</p> <p>If you do not have a Hong Leong Current Account/Current Account i or Savings Account/Savings Account-i please contact our Consumer Collection Centre to provide further instructions, at:</p> <p>Tel: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my</p> <p>For Pension Financing, we are making arrangements for pension deductions to be suspended for this moratorium period.</p> <p>If you wish to continue to make payments, please make payment to the bank directly during this moratorium period in accordance with the payment methods in item 11 above.</p>

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16	My account is currently 1 month overdue, will the Bank charge any Late Payment Interest / Compensation Charges in respect of the overdue repayment/payment during the moratorium period?	No Late Payment Interest / Compensation Charges shall accrue on any existing overdue repayment/payment during the moratorium period.
17	Since my loan/financing is under automatic moratorium, will My CCRIS records be adversely affected?	There will not be any adverse effect to your CCRIS record during the moratorium period. However, if your account is more than 1 month in arrears at the point the deferment program starts, your CCRIS record will remain unchanged during the moratorium period.
18	My loan/financing is in default, can I qualify? Can loans/financing under rescheduling and restructuring (R&R) program be eligible for the automatic moratorium?	Loans/financing accounts that are already more than 90 days in arrears as at 1 April 2020, will not qualify for the automatic moratorium. Borrower/customers are advised to approach us to seek assistance by contacting our Consumer Collection Centre at: Tel: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my Loans/financing under R&R program(s) is/are also eligible for the automatic moratorium provided your account meets the eligibility criteria mentioned in Question 1.
19	Can I request for more than 6 months moratorium?	No, the moratorium is only for 6 months. If you wish to seek further extension, you may contact our Consumer Collection Centre via the following channels to discuss payment alternatives: Tel: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my
20	If my loan or financing is under automatic moratorium, would I still eligible to apply any new financing from Banks during the moratorium period?	Yes. You are still eligible to submit any new loan/financing application during the moratorium period subject to your affordability and to be assessed by the bank accordingly.
21	I have a loan/financing which is automatically deducted from my salary. Do I qualify for the automatic moratorium?	Yes. Please inform your employer to stop the salary deduction and bank to stop any standing instruction if you wish to have your loan/financing payments to be automatically deferred for 6 months. If your loan/financing is MyCoop Loan/Financing or Pension Financing, we are making arrangements for salary/pension deductions to be suspended for this moratorium period.

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22	My loan/financing account is current 10 months overdue, can I opt in for this loan / financing payment deferment program?	Sorry, loans/financing accounts that are already more than 90 days in arrears as at 1 April 2020, will not qualify for the automatic moratorium. Borrower/customers are advised to approach us to seek assistance by contacting our Consumer Collection Centre at: Tel: +603-79591888 Email: CollsCustomerFeedback@hlbb.hongleong.com.my
23	If my loan/financing has opted in the deferment package, will I receive Reminder Notice / Legal Letters from the Bank during these 6 months?	There will not be any reminder notices/legal letters during this period.

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

Thank you for kind patience and cooperation.

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