

### Frequently Asked Questions on Property Loans/Financing-i Accounts Deferment Program

(Version 15 Apr 2020)

No.	Question	Answer
1.	Does the automatic moratorium apply to ALL types of mortgages / property financing?	<p>Yes, the automatic moratorium granted by HLB &amp; HLISB under the deferment program applies to all types of property loans/financing, granted to Individuals, <u>disbursed prior to 1 April 2020</u>.</p> <p>The loan/financing must meet the criteria of:</p> <ol style="list-style-type: none"> <li>not in arrears exceeding 90 days as at 1 April 2020, and</li> <li>being denominated in Malaysian Ringgit.</li> </ol> <p>For Overdrafts (OD)/Cashline-i which comes with a property loan/financing account, please refer to question 13 below.</p>
2.	I do not want to participate in the automatic moratorium. How do I opt-out of the automatic moratorium?	<p>By default, all eligible loan/financing accounts enjoy the automatic moratorium.</p> <p>You can also elect to just continue making your payments/repayments as usual, or whatever sums affordable to you during the period. There are no late payment charges/compensation charges.</p> <p><b>Note: For customers with standing instructions, please be guided by item 3 below.</b></p> <p>Refer to item 3 below on payment method options.</p>
3.	What do I do with the standing instruction (SI) for the repayment/payment of my account?	<ol style="list-style-type: none"> <li><b>SI which you have given instructions to be set up by the Bank:</b> We will temporarily stop standing instructions (SI) for payments/repayments from your Hong Leong Current Account/Hong Leong Current Account-i or Savings Account/Savings Account-i.</li> <li><b>SI which are set up by customers via Connect Online Banking:</b> 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 payments/repayments before the end of the 6 months moratorium so that your payments/repayments are kept up to date after the moratorium period ends.</li> <li><b>SI from current account/current account-i or savings account/savings account-i account from other banks:</b> Please amend the SI with the respective banks.</li> </ol> <p>Should you wish to make payments during the moratorium period, you can:</p> <ul style="list-style-type: none"> <li>Instruct us to reinstate the SI (see item 1 above);</li> <li>Do so via online transfers;</li> <li>Use our self-service terminals; or</li> <li>Set up another standing instruction via Connect Online Banking just for this moratorium period.</li> </ul>

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		<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 payments/repayments.</p> <p>If you have a loan/financing which is automatically deducted from your salary, and if you wish to participate in the automatic moratorium, you need to inform your employer to stop the salary deduction.</p> <p>If you have a MortgagePlus Current Account, you need to continue the SI for the payment of the Monthly Maintenance Fees as the Monthly Maintenance Fees will continue to apply.</p>
4.	When is my next due date for repayment/payment under the automatic moratorium?	If you participate in the automatic moratorium, your next due date for repayment/payment is the facility due date in October 2020.
5.	Does that mean the bank does not charge interest/profit during the moratorium period?	<p>No, the contracted interest rate will continue to apply on the outstanding principal amount during the moratorium period. Interest/profit will not be compounded.</p> <p>For Islamic accounts, profit will accrue on the outstanding principal amount. That profit will not be compounded, in line with Shariah principles.</p>
6.	If I defer, does that mean my instalment or repayment/ payment is higher after the moratorium period?	<p>Yes, a higher subsequent repayment/payment amount is necessary to repay/pay the deferred principal and interest/profit accrued during the moratorium period. If you wish to maintain the monthly instalment unchanged, please contact us.</p> <p>We will advise you of the revision to your instalment amount before the expiry of the moratorium period. This will also account for any change(s) to the OPR or Base Rate / Islamic Base Rate / Base Lending Rate / Islamic Financing Rate during the moratorium period.</p> <p>If you foresee having challenges making the revised repayment/ payment, you should contact our Consumer Collection Centre for a discussion earliest possible, before the end of the moratorium period, at:</p> <p>Tel: +603-79591888 Email: <a href="mailto:CollsCustomerFeedback@hlbb.hongleong.com.my">CollsCustomerFeedback@hlbb.hongleong.com.my</a></p>
7.	I have a joint loan/financing account. Does the automatic moratorium apply to all joint borrowers/ customers automatically?	Yes.
8.	I have a joint loan/financing account. I wish to continue with loan repayments/financing payment. Do all joint	No, you do not need to notify the Bank. You can just continue making your repayment/payment as usual, or whatever sums affordable to you during the moratorium period.

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	borrowers/customers need to notify the bank?	Refer also to item 3 above on payment method options.																																																
9.	I opted out and made repayments/payments during the moratorium period. How will this be reflected in my loan/financing account?	<p>Any payments we receive will go towards meeting the monthly payments/repayments. That payment will first be reflected as Advance Payment in your account.</p> <p>At the end of the moratorium period i.e. at the end of September 2020, the bank will make an adjustment. We will reduce the Advance Payment by the same amount that you paid during the period, and apply that paid amount to offset the monthly incurred interest/profit and principal repayment/payment.</p> <p>You may refer to the illustration below to see how this works:</p> <table border="1"> <tr> <td><b>Loan/Financing Amount 1 April 2020</b></td> <td><b>RM300,000</b></td> </tr> <tr> <td><b>Loan/Financing Remaining Tenure</b></td> <td><b>35 years</b></td> </tr> <tr> <td><b>Interest/Effective Profit Rate</b></td> <td><b>4.60%</b></td> </tr> <tr> <td><b>Monthly Instalment</b></td> <td><b>RM1,439</b></td> </tr> </table> <p>How this works: During the moratorium period, you make 6 monthly instalment repayments/payments.</p> <ul style="list-style-type: none"> <li>- Advance Payment will increase by RM8,634 (RM1,439 x 6 mths)</li> <li>- At the end of the moratorium period, we reduce your Advance Payment by RM8,634</li> <li>- That sum then repays the monthly principal and interest/profit as per the normal schedule below</li> <li>- By end September, your Principal outstanding is reduced progressively</li> </ul> <table border="1"> <thead> <tr> <th colspan="5">Opt-Out (No Deferment) Pay Every Month</th> </tr> <tr> <th>Month</th> <th>Loan/Financing Amount</th> <th>Principal Payment</th> <th>Interest/Profit Payment</th> <th>Principal Outstanding Balance</th> </tr> </thead> <tbody> <tr> <td>April</td> <td>300,000</td> <td>305</td> <td>1,134</td> <td>299,695</td> </tr> <tr> <td>May</td> <td>299,695</td> <td>268</td> <td>1,171</td> <td>299,427</td> </tr> <tr> <td>June</td> <td>299,427</td> <td>307</td> <td>1,132</td> <td>299,120</td> </tr> <tr> <td>July</td> <td>299,120</td> <td>270</td> <td>1,169</td> <td>298,850</td> </tr> <tr> <td>August</td> <td>298,850</td> <td>271</td> <td>1,168</td> <td>298,578</td> </tr> <tr> <td>September</td> <td>298,578</td> <td>310</td> <td>1,129</td> <td>298,268</td> </tr> </tbody> </table> <p>This method also gives you the added flexibility to redraw/ withdraw from Advance Payment the repayments/payments that you have made during the moratorium period.</p>	<b>Loan/Financing Amount 1 April 2020</b>	<b>RM300,000</b>	<b>Loan/Financing Remaining Tenure</b>	<b>35 years</b>	<b>Interest/Effective Profit Rate</b>	<b>4.60%</b>	<b>Monthly Instalment</b>	<b>RM1,439</b>	Opt-Out (No Deferment) Pay Every Month					Month	Loan/Financing Amount	Principal Payment	Interest/Profit Payment	Principal Outstanding Balance	April	300,000	305	1,134	299,695	May	299,695	268	1,171	299,427	June	299,427	307	1,132	299,120	July	299,120	270	1,169	298,850	August	298,850	271	1,168	298,578	September	298,578	310	1,129	298,268
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10.	I have Advance Payment in my loan/financing account. But I want to participate in the automatic moratorium.	No, we will not deduct the payment from the advance payment amount. You do not need to do anything, this is the process we will follow during the 6 months moratorium period.																																																

No.	Question	Answer
	Will the Bank deduct the repayment/payment from the Advance Payment? Do I need to withdraw the Advance Payment to avoid any automatic deduction?	
11.	Does my Advance Payment operate the same way during the moratorium period?	<p>Yes, for all daily rest accounts, any Advance Payment will continue to offset the calculation of the Eligible Outstanding Balance for interest/profit rate computation per the facility terms and conditions.</p> <p>For monthly rest accounts, at the end of the moratorium period, a review will be made on the excess payment made and a credit to your loan/financing account may be performed accordingly.</p>
12.	<p>I have more than 1 housing loan/financing account with the bank.</p> <p>Can I opt out of the automatic moratorium for only some, and not all of the property loan/financing accounts?</p>	<p>Yes, you can elect to make repayment/payment to any of your loan/financing accounts.</p> <p>Refer to item 3 or 4 above, whichever is applicable on payment methods.</p>
13.	<p>I have an Overdraft (OD)/Cashline-i facility with the property loan/financing account.</p> <p>Does the automatic moratorium apply to the OD/Cashline-i facility?</p>	<p>Yes, it is eligible, provided your account meets the eligibility criteria mentioned in item 1 above.</p> <p><b>Please refer to the Frequently Asked Questions on Overdraft(OD)/Cashline-i/Share Margin (SMF)/Overdraft Secured by Unit Trust (OD-UT) Deferment Program.</b></p>
14.	<p>My loan/financing account has not been drawn down/disbursed at all, but I expect disbursement to happen during the 6 months.</p> <p>Does the automatic moratorium apply to me?</p>	<p>No, the automatic moratorium applies only to loans/financing accounts which were disbursed before 1 April 2020.</p>
15.	Does the moratorium apply to new loans/financing approved during the 6 months?	<p>No, the automatic moratorium does not apply to any new loan/financing approved on or after 1 April 2020.</p>
16.	<p>My loan/financing has not been fully released, and I am only servicing interest/ paying Grace Period Profit (GPP) currently.</p> <p>Does the automatic moratorium apply to me?</p>	<p>Yes, the automatic moratorium applies to any loan/financing account with disbursement before 1 April 2020.</p>

No.	Question	Answer
17.	<p>My loan/financing account has only been partially drawn down/disbursed.</p> <p>During the moratorium period, more disbursements are made. Are the newly disbursed amounts eligible for repayment/ payment deferment during the moratorium period?</p>	<p>Yes, the newly disbursed amounts will be eligible as the automatic moratorium applies to all loan/financing accounts which had a disbursement before 1 April 2020.</p>
18.	Can I continue to operate my MortgagePlus Current Account during this time?	Yes, you can continue to operate it normally.
19.	How does the Bank treat the MortgagePlus Current Account balance during the moratorium period?	For all daily rest accounts, any Advance Payment and credit balance in your MortgagePlus Current Account will continue to offset the calculation of the Eligible Outstanding Balance for interest rate computation per the facility terms and conditions.
20.	Can I settle or redeem my property loan/financing during this moratorium period?	Yes. Please contact us if you wish to do so.
21.	Can I sell my property during this moratorium period?	Yes, unless your facility terms and conditions contain a property sale moratorium that has not expired during this period e.g. Skim Rumah Pertamaku, or where there are specific conditions on this matter in your loan/financing agreement.
22.	Do I need to pay for my fire insurance/takaful during this period?	<p>Yes, the automatic moratorium applies only to loan/financing repayment/payment and late payment charges/compensation charge. Other charges are not subject to the automatic moratorium.</p> <p>You must always ensure that the property under financing is adequately covered with fire insurance/takaful.</p>
23.	How about other fees and charges e.g. monthly maintenance fee for the MortgagePlus Current Account?	Yes, other fees and charges (except late payment charges/compensation charge) continue to apply as usual. Where applicable, we may debit your loan/financing account accordingly.
24.	Do I have to pay for my Mortgage Decreasing Term Assurance (MDTA) / Mortgage Reducing Term Takaful (MRTT) during the moratorium period?	<p>Where MDTA / MRTT is financed into your loan / financing, the moratorium applies to the repayment/payment.</p> <p>If you have self-financed MDTA / MRTT due during this time, you will need to ensure that you honour the obligations including the payment of the premium/contribution.</p>
25.	Will Mortgage Decreasing Term Assurance (MDTA) / Mortgage Reducing Term Takaful (MRTT) protection coverage be extended in line with any extended tenure	The MDTA/MRTT protection coverage will continue during the moratorium period.

No.	Question	Answer
	of the loan/financing (if applicable)?	Additional MDTA/MRTT costs will be imposed if you wish to extend the protection coverage in line with any extended tenure of the loan/financing (if applicable). Please contact us if you wish to do so.
26.	My account is currently 1 month overdue, will the Bank charge any Late Payment Interest / Compensation Charges during the moratorium period?	No, there will be no additional Late Payment Interest / Compensation Charges imposed on the deferred amount during the moratorium period.
27.	Since my loan/financing is under the automatic moratorium, will my CCRIS records be adversely affected?	No, there is no CCRIS financial record impact if the account is prompt at the point of deferment request. If the account is more than 1 month in arrears at the point the automatic moratorium starts, your CCRIS record will remain unchanged during the moratorium period.
28.	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. Borrowers/customers are advised to approach the bank to seek assistance.  Loans/financing under R&R programs are also eligible for the automatic moratorium subject to it meeting the eligibility criteria in item 1 above.
29.	How is the automatic moratorium different from the other loan/financing moratoriums announced by banks recently?	There is no difference between existing moratorium announced by the Bank and this deferment program.
30.	If my loan or financing is under the automatic moratorium, would I still be 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.
31.	My loan/financing account is currently 10 months overdue, can I opt in for this automatic moratorium?	No, you are not eligible under this automatic moratorium. However, if you would like to discuss any other payment plans, you may contact/email our Consumer Collection Centre at the contact points mentioned above in Question 6.
32.	If I participate in the deferment program, will I receive Reminder Notice / Legal Letters from the Bank during these 6 months?	No, as your loan/financing is automatically opted in for the deferment program, there will not be any reminder notices/legal letters during this period.
33.	Will I continue to receive notices on my property loan/financing account from the Bank during the moratorium period?	Yes, you will continue to receive notices, letters and communication during the moratorium period.
34.	I have late charges/ compensation charge or miscellaneous charges owing on my account. Is my	Yes, provided that your account meets the eligibility criteria mentioned in Question 1.

No.	Question	Answer
	account eligible for the automatic moratorium?	

You to 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](mailto: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: [HLonline@hlbb.hongleong.com.my](mailto:HLonline@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](mailto: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](mailto:HLonline@hlbb.hongleong.com.my)

Thank you for kind patience and cooperation.

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