

**FAQs for HLB/HLISB Payment/Repayment Relief Assistance Plans (PRAP) for Individual Customers  
Effective 1 January 2022**

No	Question	Answer
1.	Will the Bank continue to provide help for customers who cannot make payments?	Yes, we 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 find out if I qualify for one of the HLB/HLISB Payment/Repayment Relief Assistance Plans (PRAP)?	<p>If your income is affected or you have lost your job due to COVID-19 and 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/Repayment Relief Assistance Plans (PRAP) will remain available for those whose income have been affected by COVID-19.</p>
3.	What is the duration of the personalised assistance?	As this is a plan tailor-made to suit each customer's situation, the duration of the assistance will depend on the kind of assistance each customer needs. Our goal is to help you through this challenging time so that you are able to bounce back with resilience.
4.	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 2022. 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><b>Note:</b> 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>
5.	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"> <li>• HLB Customer Collections: 603-79591888 (Mon-Thurs, 8.45am-5.45pm, Friday 8.45am – 4.45pm)</li> <li>• HLB Contact Centre: 603-7626 8899 (Mon-Sat 9.00am – 6.00pm – Only for C19 Mora/Payment Relief Assistance)</li> <li>• 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 &gt;&gt;<a href="mailto:paymentrelief@hlbb.hongleong.com.my">paymentrelief@hlbb.hongleong.com.my</a></li> <li>• Walk in to any branches</li> <li>• Contact your Relationship Manager</li> </ul>

<p>6.</p>	<p>What kind of payment assistance plans are available?</p>	<p><b>1. For Mortgage/ Property Financing-i/ Business Cash Loan (BCL); ASB Financing-i; Overdraft account*/Cashline-i account*</b></p> <ul style="list-style-type: none"> <li>a) Interest / profit payments only with reduced interest/profit rate* for a period of up to 6 months and thereafter the monthly instalment will be revised upwards based on the remaining tenure and outstanding balance.</li> <li>b) 50% reduction of instalments for 6 months and thereafter the monthly instalments will be revised upwards based on the remaining tenure and outstanding balance of the loan/financing at that point of time.</li> <li>c) Reduced installment with reduced interest/profit rate* and an extended loan/financing tenure for 2 years.</li> </ul> <p><b>2. For Hire Purchase/Hire Purchase -i, Personal loan/Personal Financing-i</b></p> <ul style="list-style-type: none"> <li>a) 50% reduction of instalments for 6 months and there after the monthly instalments will be revised upwards based on the remaining tenure and outstanding balance of the loan/financing at that point of time.</li> <li>b) Reduced instalment with reduced interest/profit rate* and an extended loan/financing tenure for 2 years.</li> </ul> <p><b>3. Credit Card with relief conversion plan</b></p> <ul style="list-style-type: none"> <li>a) Reduced instalment with reduced interest/profit rate* and an extended loan/financing tenure for 2 years.</li> </ul> <p>*Interest/Profit rate for Mortgage/ASB/OD/cashline will only be charged at 3.6% p.a. or existing rate whichever is lower; BCL/SME Grow will be charged at BLR+1% p.a. or existing rate whichever is lower; Personal loan/Personal financing-i and Credit Card will be charged at an effective rate of 9% p.a.</p> <p>**OD/Cashline is only eligible to Plan 1.(a) Interest/profit servicing with reduced interest/profit rate* for 6 months.</p> <p>As these are personalised plans to suit each customer's situation, note that we will assess your financial condition, affordability and the account status to provide you with a payment assistance plan that is suitable for you.</p> <p><b>Note:</b> 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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7.	How will these repayment and or/payment assistance impact my credit rating in CCRIS?	Applications for PRAP after 31 December 2021 will be reported as Rescheduled and Restructured (R&R) in CCRIS
8.	What if I am not eligible to enroll into any of the HLB/HLISB PRAP, are there any other alternatives that the Bank can assist me with?	<p>We understand your concern and we're will make the most effort to help you based on your particular situation.</p> <p>If we are unable to help, or if you require an independent assessment of your situation, please call 03-26167766 or visit the AKPK customer portal at <a href="http://www.akpk.org.my">www.akpk.org.my</a></p>
9.	If my financial condition is not affected, can I apply for one of the HLB/HLISB PRAP?	<p>No, the HLB/HLISB PRAP are only available to customers who have been impacted by COVID-19.</p> <p>Your loan/financing remains unchanged therefore, please ensure that you ensure your payments are up to date and future payments made when due.</p>
10.	Do I need fill up any application form?	<p>Yes, you are required to fill up a simple application form – available on the website. <a href="https://www.hlb.com.my/en/personal-banking/news-updates/hlb-payment-relief-assistance-plan.html?icp=hlb-en-home-txt-quicklink">https://www.hlb.com.my/en/personal-banking/news-updates/hlb-payment-relief-assistance-plan.html?icp=hlb-en-home-txt-quicklink</a></p>
11.	Do I need to submit any supporting documents when I apply for one of the HLB/HLISB PRAP?	<p>Yes. 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.</p> <ol style="list-style-type: none"> <li>1) Salary slips/payment vouchers (The latest month payslips and slips for the month prior to COVID-19, e.g., Jan 2020)</li> <li>2) Latest EPF statement</li> <li>3) Latest Income tax form (e.g., YA2020)</li> <li>4) HR letter stating loss of job/ no pay leave/ retrenchment (whichever is applicable)</li> <li>5) Bank statement (last 6 months)</li> </ol>
12.	Do I need to sign a Supplementary Letter of Offer (SLO)?	<p>Yes. If there is an extension of the loan/ financing tenure, you will need to sign an SLO which will be sent you a to indicate the revised terms. This will be done in a simple and seamless 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. 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>
13.	If there is a joint borrower/customer involved, is the joint borrower/customer required to fill up the	<p>It is not compulsory for Joint Borrower(s)/Customer(s) to fill in the application form. However, all borrowers/customers must execute the SLO when the application is approved.</p>

	application form/ perform acceptance of the Supplementary Letter of Offer (SLO) as well?	<b>Note: Supporting documents as listed out in item 12 above must be provided by all borrowers/customers.</b>
14.	If one of the joint borrowers/ customers is deceased, can the primary borrower/customer fill up the application form/ Supplementary Letter of Offer (SLO) by himself / herself?	Yes. You can fill up and submit the application form.  <b>Note: If you do not have the copy of the LA / Grant of probate of the deceased during application, you may forward us a copy during the execution of the SLO.</b>
15.	What if there is a Guarantor? Does the guarantor need to fill up the application form as well?	No. However, the guarantor might be required to provide additional information to support the Payment Relief Assistance request.
16.	Is the Guarantor required to sign the Supplementary Letter of Offer (SLO)?	<b>1. For Mortgage / Property financing-i / Hire Purchase/ Hire Purchase -i / Business Cash Loan (under Private Limited Companies)/ Partnerships</b>  Yes. The Guarantor who will be signing the SLO 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.  <b>2. Hire Purchase/ Hire Purchase -i under individual name or Sole Proprietor</b>  Yes. The Guarantor is required to sign the Guarantor Consent letter upon acceptance of the SLO.
17	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.
18	How do I know that if the bank has approved / rejected my application for the HLB/HLISB PRAP?	You will receive an SMS notification/email from the Bank to inform you on the status of your application once your application has been processed.
19	When do I have to start servicing/paying the new instalment amount?	Payment will commence upon the acceptance of the newly agreed assistance plan.
20	Does this program apply to newly approved / disbursed loans/financings?	Yes. You may contact the Bank who will assess your financial situation and provide the right assistance to suit the particular situation that you may be facing.
21	Are there any processing fees that will be charged to my account if I enroll for the payment assistance plan?	No, as stamping fees for the Restructuring will be waived.

22	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.
23	Will there be any penalty/interest/compensation charges charged to my loan/financing in the event I default after I enroll into one of the HLB/HLISB PRAP?	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 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.
24	I have been declared a bankrupt. Am I eligible to enroll in to the HLB/HLISB PRAP?	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/HLISB PRAP.
25	Can I opt out from the HLB/HLISB PRAP in the event my financial status recovers?	Yes, you can choose to opt out from the HLB/HLISB PRAP. Let us know promptly when you can re-instate / re-start the original instalment payments and we will make the necessary arrangements.
26	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.
27	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.
28	Is there a time limit for the application of this HLB/HLISB PRAP?	We will consider all applications if your income is affected or you have lost your job due to COVID-19 and you are facing difficulties making repayments.  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.
29	Can I negotiate the interest/profit rate?	We will assess your request according to your financial situation and affordability.

30	If my account is more than 90 days in arrears, can I apply for the HLB/HLISB PRAP?	Yes, we will process your application under Reschedule and Restructure Plan and your account will be reported as <i>Rescheduled and Restructured (R&amp;R)</i> in Central Credit Reference Information System (CCRIS).
31	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.
32	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.