

FAQs on Targeted Repayment Assistance (RA) For Individuals under B40 Category

No.	Question	Answer
1.	Who are the customers under the B40 category eligible for this assistance?	<p>B40 refers to any individual/customer who is registered in the <i>Bantuan Sara Hidup</i> (BSH) database:</p> <ul style="list-style-type: none"> i. Household (monthly income ≤RM4,000.00); or ii. Single (monthly income ≤RM2,000.00) <p>Note: For customers who meet the abovementioned definition for the B40 category:</p> <ul style="list-style-type: none"> a. A customer whose spouse is a BSH recipient will also be eligible for this assistance. b. Customers who opted out of the blanket moratorium (announced in March 2020) will also be eligible for this assistance. c. MBSB/MBSB Bank will also accommodate requests from customers who have already signed up for targeted repayment assistance/flexibility payment program and re-calculate a new assistance plan accordingly. The new adjustment or modification details need to be confirmed by both parties (MBSB/ MBSB Bank and customer). d. No documentation is required from customers to prove eligibility for this assistance. MBSB/MBSB Bank will instead rely on BSH data of the customers.
2	What type of facilities qualifies for the assistance?	<p>Any of the following financing facilities, approved before 1st October 2020 and remain performing (not in arrears exceeding 90 days as at date of request/confirmation by customer):</p> <ul style="list-style-type: none"> a. Property Financing; b. Personal Financing; c. Auto Financing/Hire Purchase; e. Microenterprises with financing valued up to RM150,000.00, as further defined below: <ul style="list-style-type: none"> i. Applies to any facility with an approved value of up to RM150,000.00; and ii. Extended to any customer who is defined as a microenterprise according to the <i>Guideline on SME Definition</i> issued by SME Corporation Malaysia, including business entities across all sectors with: <ul style="list-style-type: none"> a. Sales turnover of less than RM300,000.00; or b. Less than 5 full-time employees.

No.	Question	Answer
3.	What are the types of assistance or options available?	<p>The following assistance will be provided to eligible customers/facilities upon confirmation that they require the of assistance:</p> <p>Option 1 3-months deferment (moratorium) of monthly payments:</p> <ul style="list-style-type: none"> i. Profit/Interest will continue to accrue on deferred amounts; and ii. Restructuring of facilities with additional profit/interest/costs from changes (extended financing tenure) in contractual cash flow. <p>Option 2 50% reduction in monthly payments for 6 months:</p> <ul style="list-style-type: none"> i. Customers can request for lesser reductions; and ii. Profit/Interest will continue to accrue on deferred amounts; and iii. Restructuring of facilities with additional profit/interest/costs from changes (extended financing tenure) in contractual cash flows. <p>The assistance will be available to eligible customers from 23rd November 2020 until 30th June 2021.</p>
4.	How do I request for assistance and how will the confirmation be notified?	<ul style="list-style-type: none"> a. Click here to access the on-line application or contact our Customer Call Centre at 03-2096300 if you need any further clarifications. b. Customer can confirm the assistance required at any time between 23rd November 2020 and 30th June 2021: <ul style="list-style-type: none"> i. The assistance will be made available for monthly payments due in December 2020 onwards; and ii. The assistance will commence from the customer's next monthly payment. c. Customers will be advised and need to acknowledge/accept that: <ul style="list-style-type: none"> i. Their monthly payment amount and/or financing tenure that will be adjusted to reflect the higher overall financing cost; and ii. New documents or agreements will need to be signed in accordance with legal and Shariah requirements before the assistance can take effect; and iii. Specific details on cost implications of assistance will be provided, before confirmation on the selection. This will include details of changes in the payment schedule (tenure), in monthly payments and any bullet payments due in the future; and iv. Acknowledgement of customer's selection confirmation will be within 24 hours via SMS and customer need to reply the SMS within 24 hours.

No.	Question	Answer
5.	When will the moratorium or my monthly payment reduction commence?	<p>For any application received on or before the 25th of the month, moratorium or reduction in monthly payment will commence on the following month.</p> <p>Example Application received from 1st to 25th December 2020, the moratorium or reduction in monthly payment will commence starting January 2021.</p> <p>However if the application is received after 25th of the month, moratorium or reduction in monthly payment will commence on the next following month.</p> <p>Example Application received from 26th till end December 2020, the deduction will cease/reduce starting February 2021.</p>
6.	I have a financing which is automatically deducted from my salary. When will the instruction to cease or reduce deduction commence?	<p>For customers under salary deduction scheme (BIRO/AG/Employer), if the application is received on or before the 10th of the month, the deduction will be ceased or reduced on the following month.</p> <p>Example Application received from 1st to 10th December 2020, the deduction will cease/reduce starting January 2021.</p> <p>However if the application is received after the 10th calendar day, the deduction will be ceased or reduced on the next following month.</p> <p>Example Application received from 11th till end December 2020, the deduction will cease/reduce starting February 2021.</p>

*For the purpose of this FAQ, kindly be advised of the following:

1. Where terms used are meant for conventional accounts, these would refer to the conventional accounts held with Malaysia Building Society Berhad (Registration No.: 197001000172 / 9417-K); and
2. Where terms used are meant for Islamic/Shariah-compliant accounts, these would refer to the Islamic accounts held with MBSB Bank Berhad (Registration No.: 200501033981 / 716122-P).

Flexibility Payment Assistance Simplified Process for Financial Hardship/Pay Cut for M40 Category

No.	Question	Answer
1.	Who are the customers under the M40 category eligible for this assistance?	<p>M40 refers to any individual/customer who has registered in the <i>Bantuan Prihatin Nasional</i> (BPN) database:</p> <ul style="list-style-type: none"> i. Household (monthly income RM4,001.00 to RM8,000.00); or ii. Single (monthly income RM2,00.00 to RM4,000.00).
2.	What is the type of assistance or option available?	<p>50% reduction in monthly payments for 6 months:</p> <ul style="list-style-type: none"> i. Customers can request for lesser reductions; and ii. Profit/Interest will continue to accrue on deferred amounts; and iii. Restructuring of facilities with additional profit/interest/costs from changes (extended financing tenure) in contractual cash flows. <p>The assistance will be available to eligible customers from 23rd November 2020 until 30th June 2021.</p>
3.	How do I request for assistance and how will the confirmation be notified?	<ul style="list-style-type: none"> a. Click here to access to the on-line application or contact our Customer Call Centre at 03-2096300 for any further clarification. b. Customer can confirm the assistance required at any time between 23rd November 2020 and 30th June 2021: <ul style="list-style-type: none"> i. The assistance will be made available for monthly payments due in December 2020 onwards; and ii. The assistance will commence from the customer's next monthly payment. c. Customers will be advised and need to acknowledge/accept that: <ul style="list-style-type: none"> i. Their monthly payment amount and/or financing tenure that will be adjusted to reflect the higher overall financing cost; and ii. New documents or agreements will need to be signed in accordance with legal and Shariah requirements before the assistance can take effect; and iii. Specific details on cost implications of assistance will be provided, before confirmation on the selection. This will include details of changes in the payment schedule (tenure), in monthly payments and any bullet payments due in the future; and iv. Acknowledgement of customer's selection/confirmation will be within 24 hours via SMS and customer need to reply the SMS within 24 hours.

No.	Question	Answer
4.	When will my monthly payment reduction commence?	<p>For any application received before the 25th of the month, monthly payment reduction will commence on the following month.</p> <p>Example Application received from 1st to 25th December 2020, the monthly payment reduction will commence starting January 2021.</p> <p>However if the application is received after 25th of the month, monthly payment reduction will commence on the next following month.</p> <p>Example Application received from 26th till end December 2020, the monthly payment reduction will commence from February 2021.</p>
5.	I have a financing which is automatically deducted from my salary. When will the instruction to reduce deduction commence?	<p>For customers under salary deduction scheme (BIRO/AG/Employer), if the application is received before the 10th of the month, the deduction will be reduced on the following month.</p> <p>Example Application received from 1st to 10th December 2020, the deduction will be reduced starting January 2021 (for 6 months only).</p> <p>However if the application is received after the 10th calendar day, the deduction will be reduced on the next following after two month.</p> <p>Example Application received from 11th till end December 2020, the deduction will be reduced starting February 2021 (for 6 months only).</p>

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1. Where terms used are meant for conventional accounts, these would refer to the conventional accounts held with Malaysia Building Society Berhad (Registration No.: 197001000172 / 9417-K); and
2. Where terms used are meant for Islamic/Shariah-compliant accounts, these would refer to the Islamic accounts held with MBSB Bank Berhad (Registration No.: 200501033981 / 716122-P).