

FREQUENTLY ASKED QUESTIONS (FAQ) PAYMENT FLEXIBILITY FOR TARGETED GROUPS

No.	Question	Answer
1.	What are the details of the recent announcement on the extension of moratorium and banks' targeted assistance?	<p>There are two types of packages that were recently announced for retail financing:</p> <ol style="list-style-type: none"> 1. Loss of Job – additional moratorium of 3 months. <ol style="list-style-type: none"> i. Only applicable for customers who became unemployed in 2020. ii. Customers need to apply with evidence to prove they are unemployed at the point of application. iii. Documents required: <ul style="list-style-type: none"> Previously Employed -Letter from employer indicating loss of job or approved Employer Insurance Scheme letter Self-employed - Bank statements <ol style="list-style-type: none"> i. 3 months before business affected ; and ii. 3 months after business affected 2. Income reduction due to COVID-19 – reschedule financing with flexible monthly payment. <ol style="list-style-type: none"> i. Only applicable for customers whose income have reduced (any rate at all) in 2020 due to COVID-19. ii. Customers need to apply with evidence to show that their income has reduced. iii. Document required: <ul style="list-style-type: none"> Employed - Salary slip or Letter from employer indicating income reduction Self-employed - Bank statements <ol style="list-style-type: none"> i. 3 months before business affected ; and ii. 3 months after the business affected. <p>For SME customers, payment flexibility will be on a case to case basis. Please reach out to your respective Relationship Manager for further advice.</p>

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2.	My financing account is currently under the AUTOMATIC MORATORIUM program from April 2020 to September 2020 (6 months deferred payment). If I apply to reschedule my account, when will be my next payment be due?	<p>For accounts under moratorium, the next payment date will be on 1/10/2020.</p> <ul style="list-style-type: none"> i. If the rescheduling is approved, the next payment date will remain payable on 1/10/2020. However, the amount due will be as per the rescheduled terms and conditions. ii. The customer will still enjoy moratorium until September 2020, even though the rescheduling is approved.
3.	When can I start applying to reschedule my account since my existing moratorium ends in September 2020?	You may apply from 7 th August 2020 until 30 th June 2021.
4.	I was temporarily retrenched by my employer from February until July 2020, but I have since been hired back to work with the same job and same salary. Am I entitled for the automatic moratorium extension of 3 months?	No. The 3 month extension for the moratorium is only applicable to customers who are unemployed at the point of application.
5.	Will the additional moratorium affect my CCRIS record?	No. Your CCRIS record will not be affected by the additional moratorium. Similarly, any rescheduling will also not affect your CCRIS record.
6.	What happens if after the end of the 3 month auto-moratorium, I am still unable to afford to pay my monthly payment?	You can contact us by emailing to enquiry@mbsbbank.com , ecu.careline@mbsbbank.com or call our customer call center at 03-20963000 or our Early Care Unit- Careline at 03-20835000 for any further assistance.

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7.	How do I apply for payment flexibility?	<p>For both Loss of Job or Income Reduction, you may apply through:</p> <ul style="list-style-type: none"> i. Our website by clicking on: https://www.mbsbbank.com/en#popupbannerrnr or  scan ii. Email to enquiry@mbsbbank.com or ecu.careline@mbsbbank.com iii. Calling our customer call center at 03-20963000 or our Early Care Unit- Careline at 03-20835000. iv. Visit us at the MBSB bank branch nearest to you.
8.	If I have previously opted out from the automatic moratorium, can I still request to reschedule my financing account?	<p>Yes. You can apply to reschedule your account, subject to meeting the criteria below:</p> <ol style="list-style-type: none"> 1. You are an individual customer who has become unemployed in 2020 and is still unemployed; or 2. You are an individual whose income has reduced (any rate at all) in 2020 due to COVID-19. <p>You will need to apply for the rescheduling with evidence to prove any one of the above.</p> <p>Note: The Bank can rescind the offer for rescheduling if customers are found to have given false representation.</p>
9.	My financing is not currently under the automatic moratorium program. Can I still request to reschedule my account?	Yes. You can apply, subject to the Bank's approval.
10.	How long will MBSB Bank take to respond to my application to reschedule my account?	Within 24 hours (Business Day), subject to submission with complete documents (R&R Form and supporting documents).
11.	How will I be notified if my application to reschedule my account is approved?	<p>An SMS will be sent to your registered mobile number with details on the decision made regarding your application.</p> <p>You need to respond by replying YA (Terima) or TIDAK (Tolak) if you agree or disagree with the terms following the rescheduling of your account.</p>
12.	Will I incur any additional charges if I reschedule my account?	There will be no additional charges for Islamic Financing accounts. However, for Conventional Financing accounts, the interest calculated will be subject to the extended period of the rescheduling.

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13.	My financing account has MRTA/ Takaful coverage up to my original tenure. If I reschedule the financing, will the MRTA/Takaful term be automatically adjusted and extended too?	<p>No, the additional months from the extended tenure, as a result of the rescheduling, will not be covered by MRTA/Takaful.</p> <p>Please contact your respective Takaful operators directly for additional coverage for the extended period.</p>

*Eligible For Retail customers only. For SME Customers, application will be treated on case to case basis.

*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 (Reg 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 (Reg No 200501033981 / 716122-P).