

FAQs on Loans/ Financing Deferment Measures for Intelligent Retail Loan/ Intelligent Housing Loan/ Home Financing – i/ Term Financing – i/ Personal Loan

No.	Question	Answer
Deferment of Loan/Financing Repayment/ Payment (Deferment Package)		
1.	What is moratorium, (deferment of loan or financing repayment/ payment)?	<p>It is a temporary deferment or suspension of loan/financing repayment/payment obligation (principal and interest/ profit) for a limited period of time. During this period, borrowers/customers with loan/financing that meet the conditions do not need to make any repayment/ payment, and no late payment charges or penalties will be imposed.</p> <p>Interest/profit will continue to accrue on loan/financing repayments/ payment that are deferred and borrowers/customers will need to honour the deferred repayments/ payment in the future. Loan/ financing repayment/ payment resumes after the deferment period.</p>
2.	What is the objective of the deferment package?	The aim of this package is to provide some relief to individuals who face temporary financial constraints arising from the COVID-19 pandemic. We hope that this will help individuals facing financial adversities to cope with challenges during this period. Loan/ financing repayment/ payment resumes after the deferment period.
3.	Which loan/financing in UOB qualifies for the deferment?	<p>For individuals, the deferment in conventional loans or Islamic financing repayment/payment obligations (except credit cards) are automatically qualifies for the deferment if the loans/financing meet these criteria:</p> <ul style="list-style-type: none"> • not in arrears exceeding 90 days as at 1 April 2020; and • denominated in Malaysian Ringgit.
4.	Can I ask for more than 6 months deferment?	The deferment is only for 6 months. Please contact the bank if you require a longer deferment period.
5.	If I opt for the deferment, will my CCRIS records be adversely affected?	No.
6.	Do I need to apply? (this is applicable before 1 st April 2020)	No. All individual loans/financing (excluding credit cards) that meet the criteria will automatically qualify for the deferment.
7.	I want to continue with my loan/ financing repayments/ payments. How do I opt-out of the automatic deferment package?	<p>For all eligible customers, you may reply to our SMS notification to opt-out of the automatic deferment.</p> <p>Alternatively, you may email to our bank at uobcustomerservice@uob.com.my or contact our nearest branch to you.</p>

No.	Question	Answer
8.	How is the deferment package different from the other loan/ financing moratoriums announced by UOB recently?	<p>UOB have been proactive in responding to the needs of their borrowers/customers with various rescheduling and restructuring packages offered to assist affected borrowers/customers. Such efforts are welcomed and encouraged during these challenging times.</p> <p>Borrowers/customers that have accepted assistance from UOB to reschedule and restructure their loans/financing can opt out of such arrangement, if they wish to do so.</p>
9.	How do I know if UOB has enrolled my loan/ financing into the deferment package?	<p>All customers who qualify as per Question 3 above will be automatically enrolled and will receive information via our general advisory through our communication channels and/or bank's website.</p> <p>Please refer to Question 3 for the details of the criteria.</p>
10.	My loan/financing are in default, can I qualify? Can loans/financing under rescheduling and restructuring (R&R) program be eligible for the deferment package?	<p>Loans/financing accounts that are already more than 90 days in arrears, will not qualify for the deferment. Borrower/customers are advised to approach us to seek assistance.</p> <p>Loans/financing under R&R program is also eligible for the deferment subject to meeting the criteria.</p>
11.	Will I be charged additional interest/ profit on the repayment/ payment amount that is deferred by 6 months during the period?	<p>For conventional loans, interest will continue to be charged on the outstanding balance and interest will not be compounded during the moratorium period i.e. April 2020 until September 2020. From October 2020 onwards, the interest will be charged on the outstanding balance comprising both principal and interest portion.</p> <p>For Islamic financing, profit will continue to accrue on the outstanding principal amount. Such profit however will not be compounded and shall not exceed the contracted selling price in line with Shariah principles.</p> <p>Banks will not impose any penalty or late payment charges on the deferred amount. In other words, the loan/ financing repayment/ payment is just deferred by 6 months.</p>
12.	<p>What would happen to my loan/ financing repayments/ payment after the deferment package period?</p> <p>How does being in the deferment package affect my interest/ profit payments after the 6-month period? Is there an increase in</p>	<p>Interest/profit will continue to accrue on loan/financing repayments/ payment that are deferred. This means accumulated repayment/ payment amount during the deferment of repayment/payment period will be added to the outstanding loan/ financing amount.</p> <p>This may include higher subsequent instalment amount or an extension of the loan/ financing tenure subject to meeting Bank terms and conditions.</p>

No.	Question	Answer
	monthly payments, or longer tenure?	However, you may contact us for further discussion on other repayment/payment options before the expiry of the deferment program.
13.	Does this deferment package apply to newly approved/ disbursed loans/ financing?	Please refer to Question 3 for further details.
14.	What if I have a Standing Instruction for the repayment/payment of my loan / financing?	<p>If the Standing Instruction with;</p> <p><u>UOB :</u></p> <ul style="list-style-type: none"> a. If you executed the General Standing Order Payment Instruction Form with branch, no action is required. b. If you have made a scheduled/recurring payment to your Loan/ Financing account via UOB Personal Internet Banking (PIB), please login to your PIB to cancel the instruction to stop the payment. Please adopt this self-maintenance by 31/3/2020. <p><u>Steps</u></p> <p><i>Select Payment/Transfer>Upcoming Transfers & Payment > Bill Payment to cancel the scheduled instruction</i></p> <p><u>Other Banks :</u></p> <p>Please arrange to suspend your Standing Instruction during the moratorium period with your respective Bank</p>
15.	Can I opt out from the deferment package (if I am eligible) after 1 st April 2020?	<p>Yes.</p> <p>You may contact our nearest branch to you or write-in to our bank at uobcustomerservice@uob.com.my if you wish to opt-out from the deferment program.</p> <p>In view of the current Movement Control Order(MCO) situation, we encourage for you to email us and rest assured we will attend to your request accordingly.</p>
16.	Do Overdraft facility qualify for the moratorium?	<p>For Overdraft account, the moratorium applies to the balances in excess of the implemented or drawing limit as the excess amount is contractually due for repayment.</p> <p>The criteria as stated in Question 3 will still be applicable.</p> <p>Please email to our bank uobcustomerservice@uob.com.my or contact your nearest branch on the terms and post-deferment options.</p>

No.	Question	Answer				
17.	Is the deferment package extended to loans/financing under progressive release?	Yes.				
18.	What would my housing loan/financing monthly payment look like after 6 months' deferment period?	<table border="1" data-bbox="635 412 1468 654"> <thead> <tr> <th data-bbox="635 412 1050 517">Monthly Instalment before deferment</th> <th data-bbox="1050 412 1468 517">Monthly Instalment after deferment</th> </tr> </thead> <tbody> <tr> <td data-bbox="635 517 1050 654">RM1,438</td> <td data-bbox="1050 517 1468 654">RM1,471 (RM33 increase)</td> </tr> </tbody> </table> <p data-bbox="635 689 1468 757">The above illustration of a conventional housing loan is based on these assumption:</p> <ul data-bbox="683 790 1468 1193" style="list-style-type: none"> <input type="checkbox"/> Extension of 6 months' tenure after deferment period. <input type="checkbox"/> Loan Amount – RM300,000 <input type="checkbox"/> Interest Rate – 4.6% (interest not compounded during deferment period) <input type="checkbox"/> Original Tenure 35 years, and borrower has repaid for 5 years. <input type="checkbox"/> Principal and interest payments suspended during deferment period. <input type="checkbox"/> Outstanding principal before deferment period – RM280,585 <input type="checkbox"/> Outstanding amount post-deferment to be repaid within 30 years – RM287,038 	Monthly Instalment before deferment	Monthly Instalment after deferment	RM1,438	RM1,471 (RM33 increase)
Monthly Instalment before deferment	Monthly Instalment after deferment					
RM1,438	RM1,471 (RM33 increase)					
19	What you should you do if you have not opted out from the moratorium by 31/3/2020, but <u>monthly installments continued to be paid by the Bank</u> (either from us or other financial institution) via standing instructions?	<p data-bbox="635 1256 1468 1328">You may contact us by 30th April 2020 to defer standing instruction during the moratorium period.</p> <p data-bbox="635 1361 1468 1429">Please refer further to Question 14 on the arrangement of Standing Instructions.</p>				
20	For loan / financing where repayments / payments are covered under MRTA / MRTT underwritten by Prudential Assurance Malaysia Bhd (PAMB) and Prudential BSN Takaful Berhad (PBTB), would this protection coverage be extended in line with the extended tenure of loan / financing?	<p data-bbox="635 1597 1468 1865">The benefits for both MRTA / MRTT are based on the scheduled reduced sum assured / sum covered which has been determined since the inception of the policy / certificate. UOBM has consulted Prudential Assurance Malaysia Bhd and Prudential BSN Takaful Berhad and confirmed that the extension of MRTA / MRTT coverage tenure is not a standard or common practice for credit related life insurance / family takaful plan, therefore protection coverage remains.</p>				

FAQs on the Conversion of Card Balances into a 3-year Term Loan (Conversion Package)

No.	Question	Answer
1	When will this take effect and until when is this valid?	<p>It will take effect from 1st April 2020 and will be valid until 31st December 2020.</p> <p>Note: Only existing customers (on-boarded before 1 April 2020) are eligible for this conversion package.</p>
2	Will I need to apply/request for this 3-year term loan conversion or will it be an automatic conversion?	<p>If you haven't been able to pay for your minimum monthly payment for less than 3 months consecutively, please download the Opt in form (link provided below) and email the completed form to creditcardrp@uob.com.my.</p> <p>Download the Opt in form here: https://www.uob.com.my/web-resources/default/covid-updates/term-loan-application-form.pdf</p> <p>If you haven't been able to pay for your minimum monthly payment for the past 3 months consecutively, your outstanding balances will be automatically converted into the 3-year term loan at 13% effective interest rate per annum by the Bank.</p> <p>Note:</p> <ol style="list-style-type: none"> 1. You will need to have a minimum unpaid balances of at least RM1,000 to be able to convert your balances into a 3-year term loan. 2. Only outstanding balances within your approved credit limit will be converted. Any amount in excess of your credit limit must be settled prior to the conversion.
3	Is there a condition on my annual income for me to qualify for this conversion package? Or is there any eligibility requirements for this?	<p>No, this conversion package is open to all existing cardholders (on-boarded prior to 1st April 2020) regardless of income level but you will need to submit a request to the bank.</p> <p>Only those who have not been paying their minimum monthly repayment consecutively for the past 3 months will have their outstanding credit card balances automatically converted by the Bank.</p> <p>Please also note that you will need to have a minimum unpaid balance of at least RM1,000 to be able to convert your balances into a 3-year term loan.</p>

4	<p>I haven't been able to pay for my credit card minimum payment amount for <u>more than 3 consecutive months(> 90 days past due)</u>, am I eligible for this 3-year term loan conversion package?</p>	<p>No, please contact the Bank's Contact Centre to assist you on this.</p> <p>UOB Contact Centre:</p> <p>Email: uobcustomerservice@uob.com.my</p> <p>Call:</p> <table border="1" data-bbox="663 528 1382 768"> <tr> <td>Kuala Lumpur</td> <td>+6 03-26128 121</td> </tr> <tr> <td>Penang</td> <td>+6 04-2401 121</td> </tr> <tr> <td>Johor Bahru</td> <td>+6 07-2881 121</td> </tr> <tr> <td>Kuching</td> <td>+6 082-287 121</td> </tr> <tr> <td>Kota Kinabalu</td> <td>+6 088-477 121</td> </tr> </table>	Kuala Lumpur	+6 03-26128 121	Penang	+6 04-2401 121	Johor Bahru	+6 07-2881 121	Kuching	+6 082-287 121	Kota Kinabalu	+6 088-477 121
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5	<p>I haven't been able to pay off my credit card outstanding balances for the <u>past 2 months</u>, will the Bank automatically convert my credit card balances?</p>	<p>No, the Bank will not automatically convert your credit card balances, you will need to submit a request to convert your balances into a 3-year term loan at 13% effective interest rate per annum. Please also note that you will need to have a minimum unpaid balance of at least RM1,000 to be able to convert your balances into a 3-year term loan.</p>										
6	<p>Must I convert all of my credit card outstanding balances or can I do a partial conversion for this 3-year term loan package?</p>	<p>You must convert all of your current outstanding balance for this 3-year term loan package. It cannot be a partial conversion and it cannot be split by card type.</p>										
7	<p>How many times can I convert my credit card outstanding balances in to a 3-year term loan?</p>	<p>You can only do this once.</p>										
8	<p>Will there still be interest and late charges imposed on my credit card outstanding balances if I convert my outstanding balances to this 3-year term loan conversion package?</p>	<p>Yes. Interest charges will still continue to be accrued for your unpaid credit card outstanding balances if you continue to pay the minimum due amount. However, for the 3-year term loan, no additional interest will be imposed if the monthly term loan amount is paid in full on or before the payment due date stated in your credit card statement.</p>										
9	<p>Do I still need to make the minimum payment for my credit card each month?</p>	<p>Yes, you do. Please also note that the monthly term loan instalments will also be a part of the minimum monthly repayment amount on your credit card. For example, the minimum payment amount due for your credit card usage in April is RM500, and the monthly term loan amount is RM800. Your total minimum payment due amount will be RM500 + RM800 = RM1,300.</p>										
10	<p>Can I do an early settlement for the 3-year term loan? Will there be a penalty fee for this?</p>	<p>Yes, you may do an early settlement without any penalty fee imposed.</p>										
11	<p>How will this affect my credit limit?</p>	<p>Upon conversion of your credit card balances into a 3-year term loan, the converted amount will be reserved for this purpose. As each monthly repayment is repaid, the amount equivalent to the payment made will be restored to your credit limit.</p>										

12	Will this impact my CCRIS records?	As long as your credit card account is performing (in arrears for 90 days or less) at the point of conversion and you continue to honour the monthly required minimum repayment as highlighted in Question 9, your CCRIS record will not be impacted.
13	I have a Balance Transfer/ Flexi Credit Plan with the Bank as well. Will it be converted into a 3-year term loan together with my credit card balances?	No. It will not. Your Balance Transfer/ Flexi Credit Plan monthly instalment payments will not be a part of the 3-year term loan conversion package. You will need to continue paying the monthly instalment amounts for your Balance Transfer/ Flexi Credit Plan as part of your credit card minimum monthly payment.
14	If my credit card outstanding balances is converted to a term loan, can I still use my credit card?	<p>Yes, you can continue to use the credit card within the available credit limit as long as you continue to honour the monthly minimum payment required.</p> <p><i>Note: Card usage will be limited to retail spend (excludes cash advance) for customers who fall under the automatic conversion of credit card balances category.</i></p>
15	How do I know if UOB has automatically converted my credit card outstanding balance into a 3-year term loan?	Customers who have been automatically converted will receive an SMS notification from the Bank.
16	Can I request for a repayment deferment on my credit card outstanding balances?	<p>The deferment package is only applicable to term loan products hence you can only request for a deferment once you have converted your credit card balances into a 3-year term loan.</p> <p>Please write in to uobcustomerservice@uob.com.my if you would like to request for a deferment.</p>

FAQs on Loan/Financing Deferment Measure for SMEs - Business Banking

No.	Question	Answer
1.	What is this moratorium for?	<p>The moratorium is intended to provide temporary relief to SME that face temporary financial constraints arising from the Covid-19 pandemic.</p> <p>Interest/profit will continue to accrue throughout the moratorium period and loan/financing repayment/payment resumes after the moratorium period.</p> <p>This is not a waiver of principal and interest/profit for existing loan/financing but a payment holiday by postponing the loan/financing repayment/payments.</p>
2.	Which loan/financing qualifies for the deferment?	<p>The loans/financing must meet the following criteria only:</p> <ol style="list-style-type: none"> Not in arrears exceeding 90 days as at 1 April 2020; and Denominated in Malaysian Ringgit
3.	Does this deferment package apply to newly approved/ disbursed loans/ financing?	<p>The automatic moratorium is applicable for all <u>outstanding</u> loans/financing as at 1 April 2020.</p> <p>For new loans/financing approved or disbursed after 1 April 2020, the moratorium will not be automatic and is subject to the Bank's assessment and approval.</p>
4.	Is this deferment package extended to loan/financing under progressive release?	Yes.
5.	Am I an eligible SME for the automatic moratorium?	<p>A business can qualify as an SME if it meets either one of the two specified criteria, namely sales turnover or full-time employees, whichever is lower.</p> <ul style="list-style-type: none"> Manufacturing: Sales turnover not exceeding RM50million OR full-time employees not exceeding 200 workers Services and other sectors: Sales turnover not exceeding RM20million OR full-time employees not exceeding 75 workers <p>For the avoidance of doubt, SME borrowers/customers are defined in accordance with the <i>Guideline for New SME Definition</i> issued by SME Corporation Malaysia in October 2013.</p>
6.	Any specific industries?	No, it applies to all industries

7.	What type of financial relief is given?	The deferment package is applicable to loan/financing with scheduled repayments (e.g. Term Loan / Term Financing-i) or contractually due payments (e.g. Trade Bills), including loan/financing that require scheduled interest/profit payments.		
		Conventional Term Loan	<i>BizMoney</i>	Term Financing-i
		Automatic enrolment is applicable to all eligible loans outstanding as at 1 April 2020 which qualifies <i>Item 2</i> above.	Automatic enrolment is applicable to all eligible loans outstanding as at 1 April 2020 which qualifies <i>Item 2</i> above.	Automatic enrolment is applicable to all eligible financing outstanding as at 1 April 2020 which qualifies <i>Item 2</i> above.
		Payment deferment on principal and interest for 6 months, i.e. from 1 April 2020 to 30 September 2020.	Payment deferment on principal and interest for 6 months, i.e. from 1 April 2020 to 30 September 2020.	Payment deferment on principal and interest for 6 months, i.e. from 1 April 2020 to 30 September 2020.
		Interest will continue to be charged on the outstanding balance but interest will not be compounded during moratorium period.	Interest will continue to be charged on the outstanding principal but interest will not be compounded during moratorium period.	Profit will continue to accrue on the outstanding principal amount but the profit will not be compounded and shall not exceed the contracted selling price in line with Shariah principles.
		After the end of the 6-month moratorium <ul style="list-style-type: none"> • No change in instalment amount; <i>and</i> • Maturity date of conventional term loan will be extended by 6 months; <i>and</i> • Last payment may include a balloon sum of the interest accrued during moratorium 	After the end of the 6-month moratorium <ul style="list-style-type: none"> • No change in instalment amount; <i>and</i> • Maturity date of <i>BizMoney</i> loan will be extended by 6 months; <i>and</i> • Last payment will include a balloon sum of the interest accrued during moratorium 	Maturity date of term financing-i will be extended by 6 months after the end of the 6-month moratorium.
		No late penalties will be imposed from 1 April 2020 to 30 September 2020.	No late penalties will be imposed from 1 April 2020 to 30 September 2020.	No late payment charges will be imposed from 1 April 2020 to 30 September 2020.

Trade Financing	Overdraft [OD]	Commercial Card
<p>Automatic enrolment is applicable to all outstanding trade bills as at 1 April 2020.</p> <p>These eligible trade bills will be auto extended for 6 months from the original trade bill maturity date.</p> <p>Interest will continue to accrue on the outstanding principal amount and interest will not be compounded during the moratorium period.</p> <p>Neither penalties nor additional fees will be imposed.</p> <p>You are still allowed to drawdown any available balance trade facility after 1 April 2020.</p> <ul style="list-style-type: none"> • The tenor shall be based on the original approved tenor; <i>and</i> • These newly drawdown trade bills are not entitled to 6 months automatic moratorium. <p>However, please contact the Bank should you need temporary financial relief on these matured trade bills drawdown after 1 April 2020. This is subject to our Bank's assessment and approval.</p> <p>For Islamic trade facilities please refer to here for more details on the package.</p>	<p>Automatic enrolment is applicable to OD with excess amount as at 1 April 2020.</p> <p>The deferment applies to the amounts in excess of the implemented or drawing limit only as the excess amount is contractually due for payment.</p> <p>For OD which are under reduction programme, it will be suspended for 6 months, from 1 April 2020 up to 30 September 2020 and shall resume in October.</p> <p>You can continue to draw on these facilities during the moratorium period provided that the outstanding balance has not exceeded the implemented limit of your OD facility.</p>	<p>Automatic enrolment is <u>not applicable</u> to all commercial cards.</p> <p>However, you can write-in to the Bank via email to bizcard@uob.com.my should you need financial relief on your outstanding balances.</p> <p>You can apply to convert all your outstanding balances (minimum RM1,000) into a 3-year term loan at 13% effective interest rate per annum.</p> <p>Upon successful conversion, you must pay the monthly term loan instalment in full as it will be a part of the minimum monthly payment due on your commercial card.</p> <p>Early settlement on the 3-year term loan is allowed and early settlement fees will not be imposed.</p> <p>You are still allowed to use the credit card within the available credit limit after conversion.</p>

8.	Do I need to apply?	<p>You are not required to put up an official request to the Bank.</p> <p>All SME loans/ financing excluding credit card that meet Item 3 will automatically qualify for the moratorium effective from 1 April 2020.</p>
9.	What if you want to opt out?	<p>If you wish to opt out from the automatic moratorium,</p> <ul style="list-style-type: none"> (i) You can respond to our SMS notification; or (ii) You may email businessbanking.servicecentre@uob.com.my using the prescribed template available on www.UOB.com.my; or (iii) You could contact Business Engagement Team hotline at 03-2616 6800 <p>Please take note that once you opt out, you cannot opt in for the automatic moratorium at a future date. Any such application or request for any moratorium will be considered on a case by case basis.</p>
10.	I have multiple SME loans/ financing, I only want moratorium for some and don't want for others. What is the process?	<p>You could contact Business Engagement Team hotline at 03-2616 6800 or you may email businessbanking.servicecentre@uob.com.my using the prescribed template available on www.UOB.com.my with the details of the loan/financing (i.e. account number) you wish to be excluded from moratorium.</p>
11.	Can I ask for more than 6 months moratorium?	<p>The moratorium is only for 6 months. Please contact Business Engagement Team hotline at 03-2616 6800 if you require longer deferment period. This is subject to our Bank's assessment and approval.</p>
12.	What if I have already defaulted a few months, am I still eligible?	<p>Yes, you are still eligible as long as your arrears are not more than 90 days as at 1 April 2020.</p> <p>If your arrears are more than 90 days as at 1 April 2020, you may contact Business Engagement Team hotline at 03-2616 6800 for other assistance/advice.</p>
13.	Can loans/ financing under rescheduling and restructuring (R&R) program be eligible for this financial relief?	<p>Loan/financing under Rescheduling & Restructuring program is also eligible for the moratorium subject to meeting the Item 3.</p>
14.	Will interest/profit be charged during moratorium period?	<p>Yes, interest/profit will continue to accrue on loan/financing repayment/ payment that are deferred and borrowers/customers will need to honour the deferred repayment/ payment in the future.</p> <p>Loan/ financing repayment/ payment resumes after the moratorium period. To cushion the impact to the borrowers/customers after moratorium, loan/ financing maturity will be automatically extended for 6 months.</p> <p>However, you may contact us for further discussion on other repayment/payment options before the end of the moratorium period, i.e. 30 September 2020. This is subject to our Bank's assessment and approval.</p> <p>Please note that the total amount payable for your loan/financing over the extended tenure/ maturity will be higher if you choose to continue with the deferment. For Islamic financing facilities, the total amount payable is subject to the contracted selling price. As such, you should carefully assess whether you can afford to continue with your regular payments before deciding whether to remain or opt out of this moratorium.</p>

15.	What if I have Standing Instruction for the repayment of my loan/financing?	<p><u>UOB:</u> The Standing Instruction / AFT will be deactivated during this 6-month moratorium period, no deduction will be made.</p> <p><u>Other Banks:</u> Please arrange to suspend your Standing Instruction for 6 months with your respective Bank.</p>
16.	If I have money later and wish to stop the moratorium, what can I do?	You may email businessbanking.servicecentre@uob.com.my using the prescribed template available on www.UOB.com.my or you could contact Business Engagement Team hotline at 03-2616 6800 if you wish to opt-out.
17.	Will my CCRIS records be adversely affected?	No, non-payment from borrowers/customers during moratorium period will not be classified on CCRIS records.
18.	Will my account be triggered with default rate in view that there is no payment during the 6-month moratorium period?	<p>No, the default rate will not be triggered during the moratorium period.</p> <p>However, if your account is already in 3 months in arrears but not more than 90 days past due during the moratorium, and you fail to pay the next subsequent instalment after the conclusion of moratorium period, the default clause will be triggered.</p>
19.	For loan / financing where repayments / payments are covered under MRTA / MRTT underwritten by Prudential Assurance Malaysia Bhd (PAMB) and Prudential BSN Takaful Berhad (PBTB), would this protection coverage be extended in line with the extended tenure of loan / financing?	<p>The benefits for both MRTA / MRTT are based on the scheduled reduced sum assured / sum covered which has been determined since the inception of the policy / certificate.</p> <p>UOBM has consulted Prudential Assurance Malaysia Bhd and Prudential BSN Takaful Berhad and confirmed that the extension of MRTA / MRTT coverage tenure is not a standard or common practice for credit related life insurance / family takaful plan, therefore protection coverage remains.</p>
20.	When is my next due date for repayment/payment after the end of the 6-month moratorium?	If you remain/participate in this moratorium, your next repayment/payment due date will be in October 2020.
21.	Do I need to pay for my fire insurance/takaful during this period?	Yes, you must always ensure that the property under financing is adequately covered with fire insurance/ takaful.

22. If I opt out on 15 May 2020, do I have to immediately settle the instalment amount due from April to June 2020?

Conventional Term Loan

You are required to make payment on the all accrued interest at one time.

Example:

Monthly Instalment before Moratorium	Monthly Instalment after opt out (1 st month)	Monthly instalment after opt out (2 nd month onwards)
RM 2,639.18	RM 7,048.08 (all the accrued interest from 4/3/2020 to 4/7/2020)	RM 2,639.18

The above illustration is based on the following assumptions:

- Original loan amount of RM500,000.00;
- Outstanding balance before moratorium at RM488,113.00;
- Interest rate at 4.00% p.a.;
- Loan tenure at 25 years and borrower has repaid for 12 months;
- Month instalment: RM2,639.18

Opt out request to bank: 15/5/2020

Next instalment payment date: 5/7/2020

5/7/2020 – RM 7,048.08 (accrued interest from 4/3/2020 to 4/7/2020)

5/8/2020 – RM 2,639.18 (normal instalment amount)

5/9/3030 – RM 2,639.18 (normal instalment amount)

The loan tenure will be extended for 3 months (based on the example above)

FAQs on Loans Deferment Measures for Overdraft (“OD”) / Flexi Mortgage with Mortgage Line (“FM ML”) under Covid-19 Financial Relief Measures (“Loan Deferment Program”)

No	Question	Answer
1	I have an/a OD / FM ML facility. Do I qualify for the automatic moratorium under the Loan Deferment Program?	<p>It is applicable to all OD / FM ML facility granted to individuals which are denominated in Malaysian Ringgit and disbursed prior to 1st April 2020 and the OD / FM ML account meets any of the following criteria:</p> <p>a) there is outstanding balances in excess of the implemented limit and it is not in arrears for more than 90 days as at 1st April 2020; OR</p> <p>b) it is under reduction program / repayment schedule in which the OD / FM ML limit is to be reduced between 1st April 2020 to 30th September 2020.</p>
2	How will this automatic moratorium impact my OD / FM ML facility?	<p>If your account is in excess but not in any reduction program / repayment schedule, the payment of all excess amount including interest accrued on such amount will be deferred for a period of 6 months, commencing from 1 April 2020 and it is payable on 1 October 2020 except for the fees and charges stated in Q [8]. However, you may contact us for further discussion prior to the expiry of the automatic moratorium period for any other payment options.</p> <p>If your account is under any reduction program / repayment schedule (whether in excess or not), there will be no reduction of the OD / FM ML limit during the automatic moratorium period and it will be deferred for a period of 6 months¹. All interest accrued on the outstanding balance of the OD / FM ML facility during the automatic moratorium period will be payable on 1 October 2020</p> <p><i>¹The reduction of the OD / FM ML limit will recommence 6 months later and based on the agreed reduction amount and frequency (if the frequency is on monthly / quarterly / half-yearly basis). If the frequency of the reduction is on yearly basis, the reduction of the OD / FM ML limit will recommence 6 months later but the subsequent reduction that is not within the automatic moratorium period will not be deferred. Please refer to Q [10], Q [11] and Q [12] for the illustration.</i></p>
3	When am I expected to pay the interest accrued during the automatic moratorium period?	The interest accrued during the automatic moratorium period will need to be settled on 1 st October 2020. However, you may contact us for further discussion prior to the expiry of the automatic moratorium period for any other payment options.
4	Do I need to apply for the automatic moratorium?	<p>No.</p> <p>All OD / FM ML facility that meet the criteria as stated in Q[1] will automatically qualify for the automatic moratorium.</p>

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5	I would like my OD / FM ML facility to be excluded from the automatic moratorium.	<p>If your account meet the criteria stated in Q[1], we will send you a SMS notification to inform you that you have been automatically enrolled into the Loan Deferment Program and the moratorium period will be automatically applicable to your OD / FM ML facility. If you wish to be excluded from the Loan Deferment Program, kindly reply to the SMS before the due date stated in the SMS, stating that you do not wish to participate in this Loan Deferment Program (“Opt-Out”).</p> <p>If your OD / FM ML account is in excess, kindly ensure you regularise your account immediately, whereby the outstanding balance in your account shall be within the implemented limit of the OD / FM ML facility.</p> <p>Please take note that once you have decided to Opt-Out, any subsequent application or request for any moratorium will be considered on a case by case basis.</p> <p>You must ensure that your contact number with us is current and updated. If you have changed your contact number and yet to update us on the changes, you may email to us at uobcustomerservice@uob.com.my or contact your servicing branch on or by 18 April 2020 (“Cut-Off Date”) to Opt-Out from the Loan Deferment Program and at the same time, update your latest contact number.</p> <p>If you do NOT reply to the SMS on or by the Cut-Off Date, it will be considered that you have opted to participate in this Loan Deferment Program.</p> <p>If you would like to Opt-Out after the Cut-Off Date, you are required to submit a request to the Bank by contacting your servicing branch or alternatively e-mail to uobcustomerservice@uob.com.my(please provide your full name, IC, contact telephone number and account number if it is possible in your e-mail) and you are required to regularise your account immediately, whereby the outstanding balance in your account shall be within the implemented limit of the OD / FM ML facility.</p>
6	Can I continue to draw on the OD / FM ML facility during the automatic moratorium period?	Yes, you can continue to draw on these facilities during the automatic moratorium period provided that the outstanding balance has not exceeded the implemented limit of your OD / FM ML facility.
7	If I have term loan and OD with the Bank, does the automatic moratorium applicable for both facilities?	<p>Yes, the automatic moratorium applied on a per facility basis.</p> <p>For term loan, please refer to FAQs on Loans/Financing Deferment Measures for Intelligent Retail Loan /Intelligent Housing Loan / Home Financing –I / Term Financing –I / Personal Loan.</p>
8	If I have a term loan and OD, can I choose to opt out from either one of the facilities?	Yes, you may do so.

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9	Am I required to pay insurance premium (i.e. Houseowner/ Fire/ PRUgroup Life Insurance) due and all other charges or fees debited into the OD / FM ML account during the moratorium period?	<p>Yes, you are still required to pay the insurance premium and all other charges or fees due during the moratorium period on or by its respective payment due date as they are not eligible for the moratorium under this Loan Deferment Program except for commitment fees.</p> <p>For commitment fees, it will be subject to the automatic moratorium and it is only payable at the end of the moratorium period, that is on 1 October 2020.</p>																																																																						
10	<p>As at 1 January 2020, my OD limit is at RM 50,000.00. Based on the agreed Reduction Program / Repayment Schedule prior to the Loan Deferment Program, my OD limit will be reduced by RM 10,000 on monthly basis, commencing from January 2020 until the OD limit is zeroed.</p> <p>What is the impact on my Reduction Program/Repayment schedule under the Loan Deferment Program?</p>	<p>Please refer below illustration.</p> <table border="1"> <thead> <tr> <th colspan="3">Reduction Program / Repayment Schedule (prior to the Loan Deferment Program)</th> <th colspan="3">Revised Reduction Program / Reduction Schedule (after the enrolment of the Loan Deferment Program)</th> </tr> <tr> <th>Month</th> <th>Reduction of the OD limit (RM)</th> <th>Revised OD limit (after the reduction) (RM)</th> <th>Month</th> <th>Reduction of OD limit (RM)</th> <th>Revised OD limit (after the reduction) (RM)</th> </tr> </thead> <tbody> <tr> <td>Jan 2020</td> <td>10,000</td> <td>40,000</td> <td>Jan 2020</td> <td>10,000</td> <td>40,000</td> </tr> <tr> <td>Feb 2020</td> <td>10,000</td> <td>30,000</td> <td>Feb 2020</td> <td>10,000</td> <td>30,000</td> </tr> <tr> <td>Mar 2020</td> <td>10,000</td> <td>20,000</td> <td>Mar 2020</td> <td>10,000</td> <td>20,000</td> </tr> <tr> <td>Apr 2020</td> <td>10,000</td> <td>10,000</td> <td>Apr 2020</td> <td rowspan="5" style="background-color: #cccccc;">Moratorium Period</td> <td rowspan="5"></td> </tr> <tr> <td>May 2020</td> <td>10,000</td> <td>0</td> <td>May 2020</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Jun 2020</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Jul 2020</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Aug 2020</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Sep 2020</td> <td></td> <td></td> </tr> <tr> <td></td> <td></td> <td></td> <td>Oct 2020</td> <td>10,000</td> <td>10,000</td> </tr> <tr> <td></td> <td></td> <td></td> <td>Nov 2020</td> <td>10,000</td> <td>0</td> </tr> </tbody> </table>	Reduction Program / Repayment Schedule (prior to the Loan Deferment Program)			Revised Reduction Program / Reduction Schedule (after the enrolment of the Loan Deferment Program)			Month	Reduction of the OD limit (RM)	Revised OD limit (after the reduction) (RM)	Month	Reduction of OD limit (RM)	Revised OD limit (after the reduction) (RM)	Jan 2020	10,000	40,000	Jan 2020	10,000	40,000	Feb 2020	10,000	30,000	Feb 2020	10,000	30,000	Mar 2020	10,000	20,000	Mar 2020	10,000	20,000	Apr 2020	10,000	10,000	Apr 2020	Moratorium Period		May 2020	10,000	0	May 2020				Jun 2020				Jul 2020				Aug 2020				Sep 2020						Oct 2020	10,000	10,000				Nov 2020	10,000	0
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