

**COVID-19 Relief Assistance (For SMEs – Business Banking) – Frequently Asked Questions (FAQ)**

**LAST UPDATED: 07 August 2020**

No.	Question	Answer
1.	Will the automatic moratorium be extended beyond September 2020?	The six-month automatic moratorium programme will <b>NOT</b> be extended after 30 September 2020.
2.	What will happen at the end of the existing six-month automatic moratorium?	Your monthly instalment/payment will resume from October 2020 onwards. However, if you have successfully enrolled for our COVID-19 Relief Assistance, the instalment/ payment required will be subject to the relevant programme terms and conditions.
3.	How will the Bank assist us if our financial situation has not fully recovered?	<p>The Bank is ready to offer the COVID-19 Relief Assistance to assist affected SMEs customers who require further financial assistance for their facilities.</p> <p>Customers are encouraged to reach out to us as soon as possible.</p> <p>Alternatively, customers may also approach Small Debt Resolution Scheme (SDRS) for further assistance. You can obtain the SDRS Application Form from:</p> <ul style="list-style-type: none"> <li>• Financial Institution;</li> <li>• BNMLINK / BNM Offices;</li> <li>• BNM website : <a href="http://www.bnm.gov.my">www.bnm.gov.my</a></li> <li>• SMEinfo portal : <a href="http://www.smeinfo.com.my">www.smeinfo.com.my</a></li> </ul>
4.	If we would like to apply for the COVID-19 Relief Assistance, when is the last day we can apply for it?	The COVID-19 Relief Assistance will be open for application from now until 30 June 2021. However, customers are encouraged to reach out to us as soon as possible to enable a continuous transition from the automatic moratorium to the COVID-19 Relief Assistance programme.
5.	How do we enrol or apply for the COVID-19 Relief Assistance ?	<p>The COVID-19 Relief Assistance is targeted for ALL affected SMEs</p> <p>You may reach out to us to discuss relief options via one of the following channels:</p> <ol style="list-style-type: none"> <li>a) Click on the following URL to submit your request: or <a href="https://forms.uob.com.my/appforms/business/bb-moratorium.page">https://forms.uob.com.my/appforms/business/bb-moratorium.page</a></li> <li>b) Respond to our SMS notification; <b>or</b></li> <li>c) Email us at <a href="mailto:MY-BBBET@my.uob">MY-BBBET@my.uob</a>; <b>or</b></li> <li>d) Contact Business Engagement Team hotline at <a href="tel:03-26166800">03-2616 6800</a> (Mondays to Friday 9.00am to 5.30pm)</li> </ol> <p>Any such application or request for any relief assistance will be considered and approved on a case-to-case basis</p>

6.	<p>What if we have already defaulted a few months, are we still eligible?</p>	<p>Yes, you are still eligible if you submit your request for this COVID-19 Relief Assistance on or before 30 June 2021 provided that your loan/financing account is :-</p> <ul style="list-style-type: none"> <li>➤ Not in arrears exceeding ninety (90) days as at the date of application; and</li> <li>➤ Not in Non-Performing Loan (NPL) status</li> </ul> <p>If the arrears of your loan/financing account are more than ninety (90) days as at 1 April 2020, you may contact Business Engagement Team hotline at 03-2616 6800 for further assistance/advice.</p>
7.	<p>Can loan(s)/ financing(s) under rescheduling and restructuring (R&amp;R) program be eligible for this COVID-19 Relief Assistance?</p>	<p>Loan(s)/financing(s) under Rescheduling &amp; Restructuring program is also eligible for COVID-19 Relief Assistance subject to meeting the criteria provided in Item 3 above.</p>
8.	<p>What documents does the Bank need on our request COVID-19 Relief Assistance?</p>	<p>Please prepare and submit to us the following documents in order for us to process your request.</p> <ol style="list-style-type: none"> <li>1. Last 6 months' bank statement; and</li> <li>2. Latest Debtors' &amp; Creditors' Aging List</li> </ol> <p>** Please note that from time to time Bank reserves the right to ask for further documents in the event that the documents provided are insufficient.</p> <p>In the event you do not have any or all of the required documents above, please contact Business Engagement Team hotline at 03-2616 6800 for further assistance/advice.</p>
9.	<p>Do we need to formally write in to the Bank to apply for this COVID-19 Relief Assistance</p>	<p>Yes. A simple letter signed by your authorised signatory(ies) is required. Alternatively, an e-mail request from your authorised signatory(ies) is suffice.</p>
10.	<p>How long will it take to process our request?</p>	<p>The Bank understands and appreciates the priority and urgency of your request, please allow the Bank to process your request and respond to you on the outcome not later than twelve (12) working days upon obtaining complete information and supporting documents from you given the anticipated high volume of requests being submitted to the Bank.</p>

11.	By requesting for COVID-19 Relief Assistance, would my account be deemed as “Restructured & Rescheduled” and have a Central Credit Reference Information System (CCRIS) record?	<p>Applications for relief assistance received by the Bank on or before 30 June 2021 will not be reported as "restructured and rescheduled" in CCRIS.</p> <p>Note: The above is only applicable for accounts that are not in arrears exceeding 90 days as at the date of application.</p>
12.	Can we request for early settlement of our loan(s)/financing(s) after we have enrolled for the COVID-19 Relief Assistance?	<p>Yes. Please call our Contact Business Engagement Team hotline at 03-2616 6800 (Mondays to Friday 9.00am to 5.30pm) or email us at <a href="mailto:MY-BBBET@my.uob">MY-BBBET@my.uob</a> for early settlement requests.</p> <p>Kindly also be guided by the terms &amp; conditions in your letter of offer, supplementary or notification letter.</p>