

FAQ - Commercial & Industrial Property (CIP) Loan Repayment Relief

In view of the rapidly developing COVID-19 situation, we may revise the FAQ to align with regulatory updates, if any.

No	Questions	Answers
General Queries on CIP Loan Repayment Relief		
1	What is CIP Loan Repayment Relief?	The CIP Loan Repayment Relief seeks to help ease the financial strain caused by the COVID-19 pandemic on our CIP loan customers.
2	I have more than 1 CIP loans with Maybank, can I still request for deferred repayment?	Yes, you can request to defer payments for all your CIP loans.
3	What are the options available and how long is the deferment period?	You can defer the repayment of your principal amount up till 31 December 2020, paying only the interest amount during this period. Your loan tenure will be extended by the corresponding deferment period.
4	What happens during the deferment period?	You are only required to pay for the interest during the deferment period.
5	What happens after the deferment period?	Your monthly instalment of principal together with interest will be re-computed based on the outstanding loan amount over the remaining loan tenure.
Eligibility		
6	Am I eligible?	You are eligible if: <ul style="list-style-type: none"> ▪ you are an existing Maybank CIP loan customer; and ▪ your CIP loan account is not past due as at 1 February 2020.
7	How do I apply?	You may register your interest online via: <ul style="list-style-type: none"> ▪ Maybank Online Banking; or ▪ Submit Online. <p>To minimise social interactions in the community, please note that we can only accept the registration of your interest via the above online options.</p>

Eligibility		
8	What can I expect upon online submission of the Maybank COVID-19 - Relief Package Registration form?	<p>The bank will contact you within 7 business days.</p> <p>A factsheet containing the details of the repayment relief program will be communicated to you.</p> <p>All borrowers will be required to accept the terms and conditions of the repayment relief application electronically.</p> <p>If your application is successful, we will inform you in writing via a supplemental Letter of Offer (LO) subsequently.</p>
9	When will the deferment of the principal amount start?	If your repayment relief application is approved by the 10 th of the month, your deferment can commence the following month, else it will commence the month after next.
Payments Related		
10	If I am paying my monthly repayments partially/wholly via cash, deducted from my Maybank loan servicing account, what action(s) are required in view of the revision in repayments?	Do ensure that sufficient funds are maintained in your Maybank loan servicing account (savings/ current account) for the revised monthly repayments at all times.