

## FAQ - Home 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
<b>General Queries on Home Loan Repayment Relief</b>		
1	What is Home Loan Repayment Relief?	The Home Loan Repayment Relief seeks to help ease the financial strain caused by the COVID-19 pandemic on our home loan customers.
2	I have more than 1 residential property loans with Maybank, can I still request for deferred repayment?	Yes, you can request to defer payments for all your residential home loans provided you meet the terms.
3	What are the options available and how long is the deferment period?	<p>You can defer your monthly principal and interest repayments (i.e stop monthly repayments) until 31 December 2020.</p> <p>Interest will continue to accrue on the loan principal amount during the deferment period. No interest will be charged on the deferred interest payments during the deferment period.</p> <p>Your loan tenure will be extended by the corresponding deferment period.</p>
4	What happens during the deferment period?	<p>You are not required to make any monthly repayments during the deferment period.</p> <p>During deferment period till 31 Dec 2020, the loan principal amount will remain unchanged (for fully disbursed loan) and interest will be computed based on the loan principal amount.</p>
5	What happens after the deferment period?	<p>Your loan (including the interest accrued on the principal during the deferment period) will be re-amortised.</p> <p>Do note that upon the expiry of the deferment period, the revised monthly repayment amounts will likely be higher.</p>
<b>Eligibility</b>		
6	Am I eligible?	<p>You are eligible if you are:</p> <ul style="list-style-type: none"> <li>▪ an existing Maybank home loan customer; and</li> <li>▪ your home loan account is not more than 90 days past due as at 6 April 2020.</li> </ul>

Eligibility		
7	How do I apply?	<p>You may register your interest online via:</p> <ul style="list-style-type: none"> <li>▪ <a href="#">Maybank Online Banking</a>; or</li> <li>▪ <a href="#">Submit Online</a>.</li> </ul> <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>
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 repayments start?	<p><u>For private property home loans</u></p> <p>If your repayment relief application is approved by the 10<sup>th</sup> of the month, your deferment can commence the following month, else it will commence the month after next.</p> <p><u>For HDB loans</u></p> <p>If your repayment relief application is approved by the 20<sup>th</sup> of the month, your deferment can commence the following month, else it will commence the month after next.</p>
Payments Related		
10	If my payments are currently made partially/ wholly via CPF, am I required to inform the CPF Board of these changes?	<p>You will need to apply to CPF board to adjust the monthly repayment amount for the deferment period.</p> <p>Do note CPF Board's processing time for effecting such revisions, as any shortfall in the amount received by us through CPF will be debited from your designated Maybank account.</p>
11	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?	<p>Do ensure that sufficient funds are maintained in your Maybank loan servicing account (savings/ current account) for the revised monthly repayments at all times.</p>