



### Financing Facilities (SME) – Frequently Asked Questions (FAQs)

#### 1. How do I make payment for my monthly instalment?

Monthly instalments will be debited automatically from your designated Maybank financing servicing account on the 1st of every month.

#### 2. How much prior notice do I need to provide for a partial prepayment or full repayment/redemption?

##### Partial Prepayment

- 1) 1 month's prior written notice or payment of interest in lieu of notice (for all financing facilities, except for those under Government Assisted Schemes).
- 2) 7 business days' prior written notice (for facilities under Government Assisted Schemes).

##### Full Repayment/Redemption

- 1) 2 months' prior written notice or payment of interest in lieu of notice (for Commercial & Industrial Property Financing).
- 2) 1 month's prior written notice (for non-property financing, except for those under Government Assisted Schemes).
- 3) 7 business days' prior written notice (for facilities under Government Assisted Schemes).

#### 3. How do I submit a partial prepayment request?

You can complete and submit the [Loan Service Request Form](#) to us. The form must reach the Bank at least 1 month before your intended prepayment date, and at least 7 business days for facilities under Government Assisted Schemes.

#### 4. Are there any penalties for prepayment?

For all financing facilities, except for those under Government Assisted Schemes, if prepayment is made within the first 2 years of the disbursement or during the commitment period, a prepayment fee will be charged on the principal amount prepaid. For more details, please refer to your Letter of Offer or contact your Relationship Manager.



## **SME Financing FAQs (Term Loans for Non-Individuals)**

### **5. How do I submit a full repayment or redemption request for my Commercial & Industrial Property Financing Facility?**

You may redeem the facility by providing a 2-month written notice or by paying interest in lieu.

If redemption is made during the commitment period, a penalty fee will apply.

To submit a redemption request, please complete and submit the [Loan Service Request Form](#) to us. The form must reach the Bank at least 2 months before your intended redemption date.

Upon receipt of your redemption instruction, we will appoint a law firm to process the redemption.

### **6. How do I submit a full repayment or redemption request for my Non-Property Related Financing (Non-Government Assisted Schemes)?**

You may redeem the facility by providing a 1-month written notice or by paying interest in lieu.

If redemption is made during the commitment period, a penalty fee will be charged on the outstanding amount redeemed.

To submit a redemption request, please complete and submit the [Loan Service Request Form](#) to us. The form must reach the Bank at least 1 month before your intended redemption date.

### **7. How do I submit a full repayment or redemption request for my Financing under the Government Assisted Schemes?**

You may redeem the facility by providing 7 business days' written notice or by paying interest in lieu.

To submit a redemption request, please complete and submit the [Loan Service Request Form](#) to us. The form must reach the Bank at least 7 business days before your intended redemption date.

### **8. Are there any penalties for redemption?**

Please refer to your Letter of Offer or contact your Relationship Manager as the contract terms may vary.



## SME Financing FAQs (Term Loans for Non-Individuals)

If redemption is made within the first 2 years of disbursement or during the commitment period, a penalty fee will be charged on the outstanding amount redeemed.

For SORA based facilities, if redemption occurs after the commitment period and not on the first day of the interest period, a breakage fee will also apply.

### **9. Will I be informed of any revision to my instalment or interest rate?**

Yes. The Bank will notify you in writing of any changes to your interest rates or monthly instalment amount.

### **10. Can I request for a revision to my loan's interest package?**

Yes. You may submit a request as early as 4 months before the end of your commitment period.

### **11. What is the minimum requirement for revising the interest package of the Bank's Commercial Industrial Property loan (CIP)?**

A minimum outstanding loan amount of S\$200,000 and at least 5 years of remaining loan tenure at the point of request.

### **12. How do I update my mailing address or contact details?**

Please complete the [Update of Customer Contact form](#) and submit it to any Maybank branch or mail it to us.

### **13. How do I retrieve a copy of my current account or financing facility statements?**

Please complete the General request form and submit it to any Maybank branch.

#### Statement Frequency:

- 1) Current Account – Monthly
- 2) Commercial & Industrial Property Financing – Annually
- 3) Business Term Financing and SME Working Capital Loan – Half-yearly

Fees may apply for any ad hoc statement retrieval.