

## FAQ - COVID-19 Extended CIMB Care Package – Property Loans

No.	Question	Answer
<b>Section 1: Generic questions on COVID-19 Extended CIMB Care Package</b>		
1	I read/heard that CIMB will be extending the COVID-19 CIMB Care Package for property loan to customers affected by Covid-19. Can I have more information?	<p>MAS has announced an extended support scheme for mortgage customers. Under this scheme, customers may apply for a reduced instalment plan for a period of up to 9 months, not exceeding 31 December 2021.</p> <p>The reduced instalment plan will allow eligible customers to repay their property loan with a lower monthly instalment amount which is based on 60% of their monthly instalment*. The reduced monthly instalment must be enough to cover the loan interest.</p> <p>Customers can also apply for a loan tenure extension of up to a cumulative 3 years at the point of application for the extended COVID-19 CIMB Care Package. The 3 years would include any loan tenure extensions granted under the existing relief programme (if any). The loan tenure extension will only apply after the extended relief scheme ends.</p> <p>All applications are subject to the Bank's approval.</p> <p>* Note: If you are currently on the existing relief programme ending 31 December 2020, the original instalment amount refers to the monthly instalment due on the first month of the current relief programme.</p>
2	What is the eligibility criteria?	<ul style="list-style-type: none"> <li>• Application Period: 9 November 2020 till 30 September 2021.</li> <li>• Total income of all borrowers reduced by at least 25% or has a loss of employment after 1 February 2020 (proof is required)</li> <li>• Existing property loan is not more than 90 days past due at the point of application.</li> </ul>

3	How do I apply?	<p>Please email us at <a href="mailto:sgb.cimbcare@cimb.com">sgb.cimbcare@cimb.com</a> with the following details:</p> <p>Email Subject: COVID-19 CIMB Care Package – Property Loan</p> <p>Information Required:</p> <ol style="list-style-type: none"> <li>1. Plan Type: Current <u>AND/OR</u> Extended Plan</li> <li>2. Name (As per NRIC/Passport)</li> <li>3. Loan Account Number</li> <li>4. Your registered contact number with the Bank</li> </ol>
4	What are the required documents?	<p>Any supporting document showing at least 25% loss of income or employment after 1 Feb 2020.</p> <p>For salaried employees/commission-earners:</p> <ol style="list-style-type: none"> <li>1) Latest <u>and</u> previous month's income document that shows a loss of income of 25% i.e payslip; OR</li> <li>2) 12 months CPF contribution history statement; OR</li> <li>3) Letter from your company</li> </ol> <p>For self-employed:</p> <p>Latest 3 consecutive months of bank statements (please include additional months of bank statements indicating decline in business cash flow from February 1 2020, where necessary)</p>
5	Can I apply if I'm not enrolled onto the existing relief scheme?	Yes, you may apply.
6	What is the validity period of the Extended COVID-19 CIMB Care Package?	The Extended COVID-19 CIMB Care Package will be granted for a period of up to 9 months or till December 2021 (whichever is earlier, starting from the date that your application is approved.
7	My loan is currently in default, can I qualify?	<p>Loan accounts that are more than 90 days past due as at point of application will not qualify for the Extended COVID-19 CIMB Care Package.</p> <p>However, the Bank shall review your request and may propose other alternatives if available. Please note that such requests shall be subject to Bank's approval.</p>

8	Does the Extended COVID-19 CIMB Care Package apply to newly approved/ newly disbursed/ progressively disbursed loans?	It applies to all property loans with the Bank, subject to the eligibility criteria stated in Question 2.
9	Will I still be eligible to apply for new loan facilities if I were to opt-in for the Extended COVID-19 CIMB Care Package?	Yes, you may apply for other credit financing with CIMB. Your application will be subject to the bank's approval.
10	CIMB previously rejected my application for the existing care package. Will I be eligible for the Extended COVID-19 CIMB Care Package?	Let us review your request. Please contact us at <a href="mailto:sgb.cimbcare@cimb.com">sgb.cimbcare@cimb.com</a> and our Bank representative will contact you within 3 working days.
11	Can I opt-out of the Extended COVID-19 CIMB Care Package in the later part of the year?	Yes, you may. Please contact at <a href="mailto:sgb.cimbcare@cimb.com">sgb.cimbcare@cimb.com</a> should you wish to opt out.
12	I have more than one property loan, can I select only specific loan account(s) for the Extended COVID-19 CIMB Care Package?	You may apply for the Extended COVID-19 CIMB Care Package for specific loan account(s).
13	I am currently on the existing COVID-19 CIMB Care Package. How do I opt in for the extended care package?	<p>You may send us your request to <a href="mailto:sgb.cimbcare@cimb.com">sgb.cimbcare@cimb.com</a> and our Bank representative will contact you within 3 working days.</p> <p>Upon successful application,</p> <ul style="list-style-type: none"> <li>• The current scheme you are on will end on 31 December 2020.</li> <li>• the extended scheme will be effected at the start of Jan 2021.</li> </ul>
<b>Section 2: Payments Related</b>		
14	What will be my monthly instalment amount under the Extended Care Package?	Your monthly instalment amount during the extended scheme period will be at 60% of the original monthly instalment*

		<p>* Note: If you are currently on the existing relief programme ending 31 December 2020, the original instalment amount refers to the monthly instalment due on the first month of the current relief programme.</p> <p>* * For customers who are not on the existing relief programme, the original instalment amount refers to the monthly instalment amount in the month the extended relief programme for property loan commence.</p>
15	What should I do if the payment for my loan is through CPF monies?	You may provide your payment instructions to CPF Board on the payment amount to be deducted from your CPF.
<b>Section 3: Other questions relating to Loans/Financing</b>		
16	Will the Bank impose any fees if I opt in for the Extended COVID-19 Care Package?	There will be no fees charged.
17	Will my loan maturity change, if I were to opt-in?	<p>Your loan maturity date will be deferred if you apply for an extension of the loan tenure<sup>1</sup>. With the extension of the loan tenure period, your loan payment will be spread over a longer term.</p> <p>Please note that your request shall be subject to the Bank's approval.</p> <p><sup>1</sup> Loan tenure extension of up to cumulative 3 years includes any loan tenure extension granted under the current COVID Care Package.</p>
18	Will my loan monthly repayment amount increase after the Extended COVID-19 CIMB Care Package ends?	Your outstanding loan amount will be fully amortised over the remaining tenor when at the end of the relief programme. This can result in higher monthly instalment thereafter.
19	Will I receive any notifications if my opt-in request is successful?	Yes, your opt-in request will be processed within 7 working days from the date of receipt of your request. A notification letter will be mailed to your bank registered mailing address/email address.

20	What will happen if the Covid-19 situation does not improve by 31 December 2021? Will the bank extend the period of the CIMB COVID 19 Care Package?	We will continue to monitor the situation closely and will assess if any additional measures are needed in consultation with MAS.
----	---	---