

FAQ – COVID-19 Extended CIMB Care Package – Renovation-i Financing, Renovation and Education Loan.

No.	Question	Answer
Section 1: Conversion Package		
1	I read/heard that CIMB will be providing Extended COVID-19 CIMB Care Package to customers affected by Covid-19 for Renovation-i Financing, Renovation/Education Loan. Can I have more information?	<p>MAS has announced an extended relief support scheme for customers. Under this scheme, customers can apply to extend their loan/financing tenure by up to a cumulative of 3 years, inclusive of any prior tenure extension granted before.</p> <p>The monthly instalment amount will be reduced as we re-compute it over the extended loan/financing tenure.</p> <p>Please note that the total interest/profit payable over the extended loan/financing tenure will be higher due to the longer repayment/payment period.</p>
2	Who can apply?	Customers who are currently on our COVID-19 Care Package or who have not opted in for our relief scheme can apply.
3	What is the eligibility criteria?	<p>a) Application period is from 9 November 2020 until 30 September 2021.</p> <p>b) Renovation-i Financing, Renovation or Education Loan Account less than 90 days past due as at your application date.</p> <p>c) Applicant must have loss of income or employment after 1 February 2020 (proof of income is required).</p>
4	How do I apply?	<p>Please email us (sgb.cimbcare@cimb.com) with the following details :</p> <ol style="list-style-type: none"> 1. Email subject: Extended COVID-19 CIMB Care Package – Reno/Edu 2. Plan Type: Current <u>OR</u> Extended Plan 3. Name as per the record of the Bank 4. Contact Number registered with the bank 5. Loan/Financing account number

		<p>6. Attach the required supporting documents (Please refer to question 5 for supporting documents)</p> <p>We will be in touch with you within 3 working days upon receiving your email.</p>
5	What are the required document?	<p>Any supporting document showing loss of income or employment after 1 Feb 2020.</p> <p>For salaried employees/commission-earners: 1) Latest <u>and</u> previous month's income document that shows a loss of income i.e payslip; OR 2) 12 months CPF contribution history statement; OR 3) Letter from your company</p> <p>For self-employed: 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>
6	Will I be charged interest/profit during the extended relief scheme?	The interest/profit will continue to be charged on the principal amount outstanding.
7	What is the application period of the programme?	The programme application date is from 9 November 2020 to 30 September 2021.
8	Can I request to extend the loan/financing period?	<p>Yes you may extend your loan/financing tenure of up to a cumulative period of 3 years. This is subjected to the approval by the Bank, on a case-by-case basis.</p> <p>However, please do inform us if you continue to face difficulties in making your monthly repayments/payments. You may get in touch with us by emailing us at sgb.cimbcare@cimb.com</p>
9	Can I request to shorten the relief scheme for my loan/financing or opt-out of the scheme in the later part of the year?	For Renovation and Education Loan, you may shorten or opt-out of the scheme anytime without additional fees charge before the maturity of the extended scheme.

		<p>For Renovation-i Financing, you will not be able to shorten or opt-out of the scheme before the maturity of the extended scheme.</p> <p>Please email us at sgb.cimbcare@cimb.com or contact our Customer Service Hotline at (+65) 6333 7777 should you wish request to shorten or opt out of the scheme.</p>
10	My loan/financing is currently in default, can I qualify?	<p>Loan/Financing accounts that are currently more than 90 days past due as at application date will not qualify for the Extended COVID-19 CIMB Care Package.</p> <p>However, the Bank shall review your request and may propose alternatives if available. Please note that such requests shall be subject to Bank's approval.</p>
11	Does the scheme apply to newly approved/ newly disbursed/ progressively disbursed loans/financings?	Yes, subject to the eligibility criteria stated in Question 3.
Section 2: Payments Related		
12	What should I do if the payment for my loan/financing is through an Auto Debit via my CIMB deposit account?	The payment will be automatically reduced.
13	I have already paid my instalment for the month of July 2021, can I request to back date my start date of the Extended COVID-19 CIMB Care Package - Renovation-i Financing, Renovation and Education Loan?	We are unable to back date the commencement date of the extended relief scheme for your loan/financing account. If you have made your instalment payment prior to the approval date of your application, your payment will be effective with the new payment amount from the following month onwards.
Section 3 : Other questions relating to Loans/Financing		
14	Will the Bank impose any fees if I opt in for this programme?	There will be no fees charged.

15	Will my loan/financing maturity change, if I were to opt-in?	Your loan/financing maturity will be changed if you opt in for the extended relief scheme. You may choose to extend your loan/financing tenure up to a cumulative period of 3 years.
16	What will happen if the Covid-19 situation does not improve by 1 October 2021? Will the bank extend the period of the repayment/payment?	We will continue to monitor the situation closely and will assess if any additional measures are needed in consultation with MAS.