

FAQ - CIMB COVID-19 Bereavement Support Programme for Individual Customers (SG)

No.	Question	Answer
1	What is the CIMB COVID-19 Bereavement Support Programme for Individual Customers (the "Programme")?	It is an initiative by CIMB Bank Singapore to grant financial support to our customers, or their immediate family members, who have fallen victim to COVID-19.
2	How is this Programme different from the COVID-19 CIMB Care Package?	The bereavement support programme is part of the COVID-19 CIMB Care Package that we are currently offering to provide financial support to our customers.
3	Who qualifies for the Programme?	<p>The Programme is open to individuals who meet the criteria below: -</p> <p>a) An immediate family member¹ ("Eligible Immediate Family Member") of an Eligible Customer² who has passed on in Singapore due to COVID-19 on or before 31 December 2020 ("Deceased Customer"); or</p> <p>b) An Eligible Customer² whose immediate family member¹ has passed on in Singapore due to COVID-19 on or before 31 December 2020 ("Deceased Immediate Family Member").</p> <p>Note:</p> <p>¹ An immediate family member means the spouse, children or parents of the deceased, whose relationship can be proven via marriage certificate or birth certificate. For the avoidance of doubt, the immediate family member may or may not necessarily be a CIMB's customer.</p> <p>² An Eligible Customer refers to an existing customer of CIMB as at 6 April 2020 till 31 Dec 2020 with any of the following with CIMB:</p> <ul style="list-style-type: none"> • current account/savings account(s) with positive balance and the account(s) is not dormant; or • credit card(s) with usage in the last six (6) months; or • loan(s)/financing facility(ies); <p>And none of the Eligible Customer's account(s) or facility(ies) with CIMB are in arrears of more than 90 days at the point of application for the Programme.</p>

4	How many applications does CIMB accept for each deceased?	<p>Only one application will be allowed for each bereavement. Benefits under the Programme will be given on a gratuitous and goodwill basis and applications will be processed by CIMB Singapore at its sole discretion.</p> <p>CIMB reserves the right to reject any application, which is not compliant with its requirements and/or where insufficient information or supporting documents are given.</p>
5	What are the benefits under the Programme?	<p>A number of financial support measures may be provided to the Eligible Immediate Family Member/Eligible Customer under the Programme. These include, among others,</p> <ul style="list-style-type: none"> - Cash contribution of SGD \$5,000 to defray the funeral expenses - Cash contribution of SGD \$500 to pay for the outstanding bills incurred by the Deceased Customer/Deceased Immediate Family Member - Waiver of up to SGD \$500 on the outstanding fees and charges owing to CIMB by the Deceased Customer - Write-off of debts of up to SGD \$5,000 on debts for credit cards, overdrafts, and/or personal loan/financing owing by the Deceased Customer to CIMB
6	How do I apply for the benefits under the Programme? What are the documents required?	<p>The Eligible Immediate Family Member/Eligible Customer can inform us and submit the following supporting documents via our dedicated email address at sgb.cimbcare@cimb.com</p> <ul style="list-style-type: none"> • Email subject: COVID-19 Bereavement Support Programme) • Name (as per NRIC/ Passport) • Contact Number • Supporting Documents, as follows: <ul style="list-style-type: none"> - Death certificate of the Deceased Customer/Deceased Immediate Family Member - Hospital treatment report or other reports, confirming that the Deceased Customer/Deceased Immediate Family was a COVID-19 patient or that his/her cause of death was COVID-19 - Eligible Immediate Family Member/Eligible Customer's NRIC or passport - Proof of relationship between the Deceased Customer/Deceased Immediate Family Member and Eligible Immediate Family Member/Eligible Customer, i.e. copy of a marriage certificate or birth certificate only <p>We will reply and confirm receipt of your email within 3 working days. We will then reach out to you again on your application status (successful or unsuccessful) within 7 working days upon receipt of all the required information and supporting documents.</p>

7	How long does this Programme last? When do I need to submit my application by?	The application must be submitted to us within -7 days from the date of death.
8	My account/facility is currently in default, can I qualify?	<p>Eligible Customer's account(s) or facility(ies) that are currently more than 90 days past due at point of application will not qualify for the relief scheme.</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>

Information is correct as of 24 July 2020