



BANK OF CHINA - FAQ on Loan Repayment Assistance for all Individual Customers

| No. | Question | Answer |
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| 1 | I will not able to start making payment, is there any loan repayment assistance program offered by the bank? | The Bank is ready to extend Borrowers affected by the COVID-19 with loan repayment assistance program. You may select any of the repayment options as follows provided by BOCM:- (a) 6 months loan repayments deferments, or; (b) Reduction of monthly instalments by 50% for 6 months. |
| 2 | Is there any other assistance program aside from the one mentioned above? | Other customized assistance is also available to suit individual financial needs and circumstances. |
| 3 | Is this moratorium an automatic enrolment or do I need to apply from the Bank? | No, this is not an automatic enrolment program. You are required to apply for the loan repayment assistance. |
| 4 | Am I eligible to this assistance program as mentioned in Item 1 above? | All individual (including all B40, M40 and T20 customers) who are impacted by COVID-19 and their facility is not in arrears exceeding 90 days as at the date of application and not under a bankruptcy charge remain eligible to the above loan repayment assistance. The repayment assistance is made available from 7 th July 2021 until 31 st December 2021. |
| 5 | My loan has been in default for 6 months, can I apply for this assistance program? | No, this repayment assistance program is only applicable to loans not in arrears exceeding 90 days as at the date of application. |
| 6 | How do I apply for this assistance program? | You may download the form from BOC website, fill up the form and select the repayment options in the form, then email us at customerdesk@bank-of-china.com or contact us at +603-2387 8367 and +603-2387 8211. |
| 7 | Do I need to fill up any forms? | Yes, you are required to fill up the Bank's Service Request Form. The form can be obtained at our bank website or request it via email at customerdesk@bank-of-china.com or contact us at +603-2387 8367 and +603-2387 8211. |



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| 8 | What are the supporting documents needed? | No supporting documentation required. Banks are committed to make the process as easy and seamless as possible. |
| 9 | How much do I need to pay after expiry of the assistance program? | Bank will send a notification on the revised monthly instalment to all customers prior commencement of repayment. |
| 10 | What will be the impact to my loan if I participate in this assistance program? | <p><u>Option 1: 6 months loan repayment deferment</u></p> <ul style="list-style-type: none"> • <i>Payment</i> No payments for 6 months. Your repayment will comment after the 6 months. • <i>Interest</i> Interest will be accrued for this period and added to your loan principal. • <i>Loan Tenure</i> Your loan may be extended by 6 months. • <i>Overall</i> In the short term, you gain financial relief as you will not need to make payment for 6 months. However, <u>your total loan interest cost will increase due to the 6 months moratorium and extended loan tenure.</u> <p><u>Option 2: Reduction of monthly instalments by 50% for 6 months</u></p> <ul style="list-style-type: none"> • <i>Payment</i> Reduction of monthly payments by 50% for the next 6 months. • <i>Interest</i> The monthly interest will be charged first before reduce the loan principal. • <i>Loan Tenure</i> Your loan tenure may be extended according to your scenario / circumstances. • <i>Overall</i> In the short term, you gain some financial relief as you pay a reduced amount. However, <u>your total loan interest cost will increase due to the 6 months lower instalment and extended loan tenure.</u> |



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| | | <p>Please be mindful that by selecting the repayment assistance program, there will be increased in total cost of borrowing.</p> <p>However, you may at any time choose to opt-out from this assistance program in order to reduce the overall borrowing cost.</p> |
| 11 | Will this eventually lengthen my loan tenure? | <p>Yes, the loan tenure may be extended with terms and conditions applied. If you wish to maintain the loan tenure, the monthly instalment will have to be increased.</p> <p>Please reach out to us at customerdesk@bank-of-china.com or contact us at +603-23878367 and +603-23878211 for further details.</p> |
| 12 | Can I resume repayment during loan repayment assistance if my financial circumstances improve? | <p>Yes, you may reach out to us at customerdesk@bank-of-china.com or contact us at +603-23878367 and +603-23878211 on your intention to resume repayment.</p> <p>By resuming repayments earlier would reduce the overall cost of borrowings.</p> |
| 13 | How would I know if my request has been received? | We will reply you by acknowledge receipt of your email on the same day. |
| 14 | Will the bank increase my loan interest rate if I apply this assistance program? | No, the bank will not increase your loan pricing. |
| 15 | Will this impact my CCRIS record if I enroll to this assistance program? | Any of the above repayment assistance options selected this year will not affect your CCRIS records. |
| 16 | Is there any fees and charges incurred? | No. There is no fees and charges incurred. |
| 17 | I am still uncertain and I need further guidance in selecting the repayment assistance. Is there any party that can assist besides the Bank? | <p>If you need further guidance in selecting on the repayment assistance, or wish to explore alternative options for your finances, you may also contact Agensi Kaunseling & Pengurusan Kredit (AKPK) at https://services.akpk.org.my</p> |

Note: Please log in to Bank of China (Malaysia) Berhad website: www.bankofchina.com.my for the latest development and updated FAQs.

FAQ as at 01st July 2021