

FAQs on KFH Malaysia Expanded Targeted Repayment Assistance Program (MCO 3.0 PEMULIH)

No	Question	Answer						
1	What is KFH Expanded Targeted Repayment Assistance (ETRA) Program?	A program initiated by Bank Negara Malaysia to provide financial assistance to any individual customers regardless whether they are categorized under B40, M40 or T20.						
2	What are KFH products that are eligible for this program?	This program is applicable for the following financing facilities that were approved before 30 June 2021 and not in arrears exceeding 90 days as at date of application by the Customer: <ol style="list-style-type: none"> 1. KFH Auto Financing 2. KFH Personal Financing and; 3. KFH Home Property Financing-i 						
3	When can I start applying?	Customers may select the assistance required by at any time starting from 7 July 2021 until such time that as the Movement Control Order (MCO) is in force.						
4	What are the packages available to the customers?	Customer may CHOOSE : <table border="1" data-bbox="643 824 1385 920"> <thead> <tr> <th colspan="2">PACKAGE</th> </tr> </thead> <tbody> <tr> <td>Package A</td> <td>6 Month deferment of instalments</td> </tr> <tr> <td>Package B</td> <td>50% reduction in instalments for 6 months</td> </tr> </tbody> </table> <p>All the packages mentioned above have the following features: -</p> <ul style="list-style-type: none"> • Profit continues to be accrued in deferred amounts and from the changes in contractual cash flows 	PACKAGE		Package A	6 Month deferment of instalments	Package B	50% reduction in instalments for 6 months
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5	Will this ETRA program increase my cost of financing?	It is important for you to be aware that the ETRA will result in additional financing cost as your financing tenure will be lengthened or your instalment amount could be increased. If you are able to continue with your current financing instalment, we advise that you continue with your existing financing payment and do not apply for the ETRA program.						
6	How do I apply for this program?	You may download the application form from our website and submit the duly completed application form to MyKFH@kfh.com.my .						
7	When is the last date to apply for this program?	You may apply for this program as long as the Movement Control Order (MCO) is in force.						
8	Do I need to submit any supporting documents?	No other documentation is required However, the Bank may at a later stage request further documentation for validation purposes.						
9	I have recently applied for the normal KFH Repayment Assistance program (RAP), Targeted Repayment Assistance (TRA) and Expanded Repayment Assistance Program (ETRA). Am I still eligible for this program?	Yes. Customers currently with any of the existing Repayment Assistance Program are required to contact KFH Malaysia to enquire about their eligibility.						
10	I am not registered in the BSH/ BPR/BPN database of B40 and M40 or in the T20 category. Am I eligible for this program?	Even though your name is not in the database, but directly impacted by the Covid-19 pandemic you may continue to apply via this program. We will try to assist you with a suitable financial package.						

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11	My spouse is a recipient of BSH/BPR or in the T20 category, but I am not. Am I eligible for this program?	Yes, you are.
12	Do I need to sign/execute any agreement to accept the ETRA program?	Yes. A Supplementary Letter of Offer (SLO) and any other document needs to be signed by you and your guarantor (if applicable).
13	What are the things that I must consider before taking up this program?	<ol style="list-style-type: none"> 1. You need to understand the cost implications before taking up the assistance. Features such as extension of tenure, increase of monthly instalment, increase in the total selling price (for sale base financing products) and ballooning of payments (if applicable) 2. Customer is also expected to be aware that throughout the tenor of financing if the Bank noticed any elements of falsification, intention of dishonesty, deceitful in providing the information, the Bank has the right to rescind, recall or cancel the facility/program and perform legal actions or whatever actions required to recover all or any amounts payable by you upon granting of this facility/program.
14	I have undergone the 6 months moratorium (April 2020 to September 2020) and/or Repayment Assistance Program. Will my existing Takaful be able to cover the financing facility/ Repayment Program?	<p>With the extension of facility tenor for both programs, your takaful coverage will end as per your original financing facility. Therefore, there is a RISK OF NO COVERAGE during the extended tenor.</p> <p>Further to that, facilities with reducing term takaful coverage which is applicable to our products such as Home/Property Financing, Automobile Financing and Personal Financing, the coverage will be lower during the moratorium period until maturity of the original period. Therefore, there will be gaps of Takaful coverage throughout the tenor of the facility.</p>
15	Is it mandatory to have Takaful coverage for the gaps and extended tenor?	It is not mandatory. Nevertheless, having a takaful coverage will be beneficial to you and your family.
16	If I am interested to have the extra coverage, how do I go about it?	At the moment customers are to make their own arrangements by contacting the takaful providers. (if any)
17	How do I enquire more details about this assistance program?	You may call our Contact Centre at 1300 888 534 (weekdays from 8am to 8pm) or visit the nearest branches for further information

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