

FAQs – Automatic Moratorium for Retail Banking Financing Facility with Regards to COVID19

No	Question	Answer
1.	Is KFH providing any Relief Assistance for their financing facility during this COVID19 pandemic?	Yes, KFH will grant an automatic moratorium on all financing payments by individuals and small and medium enterprises (SME) customers for a period of 6 months from 1 April 2020.
2.	Is it applicable for all financing products?	Yes, it is applicable to individuals and SME customers in relation to Auto Financing (including Superbike Financing), Personal Financing, Home Financing and SME financing facility.
3.	What is a moratorium?	It is a temporary deferment or payment holiday for the monthly payment obligation (principal and profit) for a limited period of time. During the moratorium, customers with financing that meet the conditions are not required to make any payment. No late payment charges or penalties will be imposed.
4.	Which financing qualifies for the moratorium?	For individuals and SMEs, the moratorium in financing monthly payment obligations are automatically granted by KFH if the financing meets these criteria: a) not in arrears exceeding 90 days as at 1 April 2020; and b) denominated in Malaysian Ringgit.
5.	Can I ask for more than 6 months moratorium?	No. The moratorium is only for 6 months.
6.	If I opt for the moratorium, will my CCRIS records be adversely affected?	No. Your CCRIS will not be affected during the deferment period. It will remain same as per the status as at 1 April 2020 throughout the moratorium period.
7.	Do I need to apply?	No. All individual and SME financing that meet the criteria will automatically qualify for the moratorium.
8.	Does this moratorium apply to newly approved/ disbursed financing?	It is automatically granted to all eligible financing which have been disbursed before 1 April 2020 . For financing facility disbursed on 1 April 2020 onwards, the moratorium will only be granted on request basis and will be evaluated on case to case basis.

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9.	Do I need to pay my financing profit during the moratorium period?	You do not need to pay anything (profit & principal) during the moratorium period. And rest assured that your financing profit will not be compounded.																				
10.	How does this moratorium affect my financing?	<p>Below are some examples of how this moratorium may affect your financing:</p> <table border="1"> <thead> <tr> <th colspan="2"><i>Personal Financing, Auto Financing, Superbike Financing</i></th> </tr> </thead> <tbody> <tr> <td>Financing Tenure</td> <td>Extended 6 months</td> </tr> <tr> <td>Monthly Payment</td> <td>No change</td> </tr> <tr> <td>Total Financing Amount</td> <td>No change</td> </tr> </tbody> </table> <p>For illustration only: Auto Financing of RM 80,000 @ 4.00% p.a flat rate Tenure of 9 years @ 108 months</p> <table border="1"> <thead> <tr> <th></th> <th>Before moratorium</th> <th>After moratorium</th> </tr> </thead> <tbody> <tr> <td>Financing Tenure</td> <td>108 months</td> <td>114 months</td> </tr> <tr> <td>Monthly Payment</td> <td>RM 1,007.41</td> <td>RM 1,007.41</td> </tr> <tr> <td>Total Financing Amount</td> <td>RM 108,800</td> <td>RM 108,800</td> </tr> </tbody> </table>	<i>Personal Financing, Auto Financing, Superbike Financing</i>		Financing Tenure	Extended 6 months	Monthly Payment	No change	Total Financing Amount	No change		Before moratorium	After moratorium	Financing Tenure	108 months	114 months	Monthly Payment	RM 1,007.41	RM 1,007.41	Total Financing Amount	RM 108,800	RM 108,800
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12.	When should I resume my monthly payment?	Month 7, after the 6 months of the moratorium period. for which you will be notified via our Letter of Notification.																				
13.	Is my standing instruction with KFH automatically stop during the moratorium period?	Yes. We will stop your standing instruction during the moratorium period.																				

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14.	If my standing instruction with other bank to pay for my financing with KFH, do I need to inform the respective bank to stop my standing instruction during moratorium period?	Yes. You need to inform your respective bank to stop your standing instruction during the moratorium period.
15.	Is there any penalty or late payment charges will be applied for payments that deferred?	No.
16.	Can I opt not to take the moratorium?	Yes, you can. All you need to do is to write a request to us with the following information and send it to our Contact Centre via email kfhonline@kfh.com.my before 15 April 2020 ; a) Full name b) NRIC c) Financing Type d) Financing Account Number
17.	Can I apply for moratorium after I opt out?	Yes, you still can apply for the moratorium but it is not automatically granted. It will be evaluated on case to case basis and subject to bank's approval.
18.	Will the Bank automatically defer my monthly payment (during moratorium) if I do not notify the Bank to opt-out?	Yes.
19.	If I wish to continue paying my monthly payment midway during the moratorium period, will the Bank accept it?	Yes, we will accept it as advance payment to your financing account.
20.	Will I receive any communication from the Bank with regards to the moratorium for my financing account?	We will send a Letter of Notification by 30 April 2020, to all eligible customers to notify on the following: a) Monthly payment b) Next payment date
21.	For any further inquiries, who should I contact?	You may liaise with our: Contact center via email kfhonline@kfh.com.my