

FAQs on KFH Malaysia Expanded Targeted Repayment Assistance Program

No	Question	Answer								
1	What is the KFH Expanded Targeted Repayment Assistance (ETRA) Program?	A program initiated by Bank Negara Malaysia to provide financial assistance to eligible customers who are categorized under B40, M40 or T20 who have lost their jobs or reduction of income due to the COVID – 19 pandemic.								
2	What are the KFH products that are eligible for this program?	The program is applicable for the following financing facilities that were approved before 1 st June 2021 and not in arrears exceeding 90 days as at date of application by the Customer : a) KFH Auto Financing b) KFH Personal Financing and; c) KFH Home Property Financing-i								
3	When can I start applying?	Customers may submit their application at any time on or before 31 st December 2021								
4	What are the packages available to the customers?	Customer may CHOOSE : <table border="1" data-bbox="690 745 1494 1039"> <thead> <tr> <th>Category</th> <th>Payment Assistance</th> </tr> </thead> <tbody> <tr> <td>a) Loss of employment (B40, M40 and T20)</td> <td>i. 3 months moratorium OR</td> </tr> <tr> <td>b) B40 receiving Bantuan Sara Hidup (BSH) or Bantuan Prihatin Rakyat (BPR)</td> <td>ii. 6 months 50% reduction of instalments</td> </tr> <tr> <td>c) Reduction of income (all categories) including salary, commission and household income</td> <td>6 months 50% reduction of instalments</td> </tr> </tbody> </table> All the packages mentioned above have the following features:- <ul style="list-style-type: none"> Profit continues to be accrued in deferred amounts and from the changes in contractual cash flows 	Category	Payment Assistance	a) Loss of employment (B40, M40 and T20)	i. 3 months moratorium OR	b) B40 receiving Bantuan Sara Hidup (BSH) or Bantuan Prihatin Rakyat (BPR)	ii. 6 months 50% reduction of instalments	c) Reduction of income (all categories) including salary, commission and household income	6 months 50% reduction of instalments
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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 For M40 customers a Self-Declaration form is required to be filled up.								
7	When is the last date to apply for this program?	The closing date is 31 st December 2021								
8	Do I need to submit any supporting documents?	For B40 customers registered under BSH or BPR – No other documentation is required For M40 registered under BPN and others – Only a Self Declaration form is to be submitted to the Bank. Others – Proof of loss of income, Self Declaration Form is required to be submitted to the Bank. 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	Yes, if you are eligible as per the categories stated in Question 4 above. Customers currently with the existing RAP program are required to contact KFH Malaysia to enquire about their eligibility.								

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	Assistance Program (ETRA). Am I still eligible for this program?	
10	I am not registered in the BSH/BPR/BPN database of B40 and M40 category. Am I eligible for this program?	Even though your name is not in the database, but directly impacted by the Covid-19 pandemic and eligible as per the criteria above, you may continue to apply via this program. We will try to assist you with a suitable financial package.
11	My spouse is a recipient of BSH/BPR, but I am not. Am I eligible for this program?	Yes, you are. If your spouse or any of your co-customers are recipients of BSH/BPR, you would be eligible for this assistance.
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?	<ul style="list-style-type: none"> 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) 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.</p> <p>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 8 pm) or visit the nearest branches for further information

Updated: As at 11th June 2021