

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 and M40 groups and are registered in the Bantuan Sara Hidup (BSH), Bantuan Prihatin Rakyat (BPR) and Bantuan Prihatin Nasional (BPN) database.
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 October 2020 and not in arrears exceeding 90 days as at date of confirmation by the Customer: <ul style="list-style-type: none"> 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 between 23 rd November 2020 and 30 th June 2021
4	What are the packages available to the customers?	For B40 customers: Option 1 <ul style="list-style-type: none"> • 3 months' deferment of instalments Option 2 <ul style="list-style-type: none"> • 50% reduction of instalments for 6 months For M40 customers <ul style="list-style-type: none"> • 50% reduction of instalments for 6 months 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
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 starting 23 rd November 2020. For M40 customers an extra Self-Declaration form is required to be filled up.
7	When is the last date to apply for this program?	The closing date is 30 th June 2021
8	Do I need to submit any supporting documents?	For B40 customers – No other documentation is required For M40 customers – Only a Self-Declaration form is 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). Am I still eligible for this program?	Yes, if you are in the B40 or M40 category. Customers currently with the existing RAP 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 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 apply via the normal KFH Repayment Assistance 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, 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	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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