

## PROGRAM PENGURUSAN DAN KETAHANAN KEWANGAN (URUS)

(Financial Management and Resilience Programme)

### Frequently Asked Questions (FAQs)

This FAQ was first issued on 14 October 2021 and has been updated on 15 November 2021.

No	Questions	Answers
<b>A) General</b>		
1.	What is URUS?	<ul style="list-style-type: none"><li>• URUS is a <b>holistic assistance package</b> to assist vulnerable borrowers/customers with prolonged cash flow difficulties due to COVID-19.</li><li>• It offers repayment assistance and development support, comprising personalised financial plans, financial education programmes, and avenues for income supplementation and other support via referrals to the Social Synergy Network.</li></ul>
2.	Who is <b>eligible</b> for support under URUS?	<p>B50 customers who meet <b>all</b> of the following criteria as at the date of application:</p> <ul style="list-style-type: none"><li>• Having a household income of up to RM5,880<sup>1</sup>;</li><li>• Experiencing loss of employment or at least a 50% income reduction;</li><li>• Loan/financing already under an existing repayment assistance programme (e.g. Targeted Repayment Assistance, PEMERKASA Plus, PEMULIH, bank's own rescheduling and restructuring, etc.) as at 30 September 2021; and</li><li>• Loan/financing still performing (not in arrears exceeding 90 days) as at the date of URUS application.</li></ul> <p>Note: Your bank may request for relevant documentation to verify your eligibility.</p>
3.	What are the <b>loan/financing facilities</b> eligible for URUS?	<p>Loan/financing facilities eligible for URUS includes:</p> <ul style="list-style-type: none"><li>• Housing loan/financing</li><li>• Personal loan/financing (including ASB loan/financing, education loan/financing, etc.)</li><li>• Vehicle loan/financing</li><li>• Hire purchase</li><li>• Credit card balances/other revolving credit lines (e.g. overdraft / cash lines and trade credit facilities) that have been converted into term loan/financing</li></ul>

<sup>1</sup> Based on household income data from the Department of Statistics Malaysia's Household Income and Basic Amenities Survey Report 2019.

No	Questions	Answers
4.	What <b>assistance</b> can I get under URUS?	<ul style="list-style-type: none"> <li>You will receive a <b>personalised financial plan (PFP)</b> that sets out a monthly debt repayment amount scheduled for a period of up to 24 months. It includes: <ul style="list-style-type: none"> <li>An interest/profit waiver for a period of 3 months and/or;</li> <li>Deferred payments and other options including reduced instalments to help manage overall debt in line with your affordability; and</li> <li>Development, education and advisory support to help you manage your finances and become more financially resilient.</li> </ul> </li> <li>The plan will take into account all your existing debt obligations and the amount of income you can currently afford to set aside for debt repayment, after providing for living expenses.</li> </ul>
5.	Can I get the personalised financial plan if I choose the 3 months interest/profit waiver only?	Yes, you will benefit from a free personalised financial plan as part of the assistance under URUS. This also applies if you opt for the 3 months interest/profit waiver only.
6.	Can I still continue to access my credit/financing line with the bank if I opt in for URUS?	Yes, you may continue to access any unutilised credit/financing.
<b>B) Application</b>		
7.	When can I apply for URUS?	The application for URUS is open from <b>15 November 2021 to 31 January 2022</b> .
8.	How do I apply for URUS if I only have loan/financing with a <b>single bank</b> only?	If your loan/financing is only with one bank, you should <b>apply directly to your bank</b> by completing the common URUS application form.
9.	How do I apply for URUS if I have loans/financing with <b>multiple banks</b> ?	If you have loans/financing with multiple banks, you can apply by completing the common URUS application form with <b>any one of your banks</b> where you currently have <b>performing facilities</b> that are <b>under existing repayment assistance</b> programmes.
10.	Do I need to list out all my loans/financing in the common URUS application form?	<ul style="list-style-type: none"> <li>It is best that you <b>list all your loans/financing</b> facilities during application.</li> <li>This will enable AKPK to consolidate the details of your loans/financing across banks and develop a holistic and viable repayment assistance plan based on your affordability.</li> </ul>

No	Questions	Answers
11.	What <b>documents</b> are needed to apply for URUS?	<ul style="list-style-type: none"> <li>• Income documents are needed to produce a comprehensive <b>personalised financial plan</b> that takes into account your income and debts.</li> <li>• For this purpose, you will need to submit any <b>ONE</b> of the following documents: <ul style="list-style-type: none"> <li>○ EPF statement; OR</li> <li>○ Bank statement; OR</li> <li>○ Income tax form; OR</li> <li>○ Salary slip/payment vouchers; OR</li> <li>○ Letter of termination from previous employer.</li> </ul> </li> <li>• The document must be the latest available document to show your current income or employment status.</li> <li>• If unavailable, please check with your banks on what other documents are acceptable as proof of your eligibility.</li> </ul>
12.	What happens to my application once submitted to the bank, and how can I get <b>confirmation</b> on my URUS application?	<ul style="list-style-type: none"> <li>• The banks will provide an immediate acknowledgement upon receiving your application.</li> <li>• If you are eligible for URUS, AKPK will contact you with your <b>personalised financial plan (PFP)</b> via email within <b>10 business days</b> from the date of acknowledgement of your application.</li> <li>• The PFP will cover all eligible types of loan/financing facilities except Hire Purchase (HP) due to specific legal requirements under the HP Act. For HP, your bank will contact you directly with details of your repayment terms.</li> <li>• If you are not eligible for URUS, your bank will inform you within 5 business days from the date of acknowledgement of your application. You may discuss with your bank on alternative solutions.</li> </ul>
13.	Will my credit record (CCRIS) be affected if I receive assistance under URUS?	<ul style="list-style-type: none"> <li>• Loan/financing accounts under URUS will be identified in your Central Credit Reference Information System (CCRIS) credit report. This will facilitate follow-up and monitoring by AKPK and the banks in order to provide any further support that you may require.</li> <li>• The identification will be removed once you exit the programme, or at the earliest, 6 months from the date of enrolment into URUS. During this period, you will be supported through financial education programmes as well as financial advisory, including any assistance needed to deal with your banks.</li> </ul>
14.	Will I be able to apply for a new loan/financing if I enrol into URUS?	You may. Note that any application of a new loan/financing will be subject to the usual credit evaluation and assessment process by banks.

No	Questions	Answers
<b>C) Repayment Assistance</b>		
15.	My loans/financing are <b>still under PEMULIH</b> in November 2021. <b>What happens if I apply for URUS?</b>	<ul style="list-style-type: none"> <li>Your existing repayment assistance programme will generally be replaced by URUS.</li> <li>If you wish, it is possible to maintain your current repayment terms under PEMULIH, and relevant adjustments will be made to your repayment terms for the 3-month interest/profit waiver, if you are eligible.</li> <li>Once approved, the repayment terms under URUS will come into effect from the following month after approval. AKPK will confirm this with you. However, where different arrangements are needed (e.g. for hire purchase), your bank will inform you directly of an alternative commencement date.</li> </ul>
16.	How will the <b>interest/profit waiver</b> be given to me?	The loan/financing balance will be adjusted to reflect the interest/profit waiver. You may refer to your loan/financing statements or check with your bank.
17.	Will my enrolment to URUS <b>extend the maturity date</b> of my loan/financing?	<p>This <b>depends</b> on your personalised financial plan.</p> <ul style="list-style-type: none"> <li>If your plan includes deferred payments or reduced instalments, the maturity date of your loan/financing will be extended.</li> <li>You can avoid this by approaching your bank to increase your repayments when your financial circumstances improve.</li> </ul>
18.	Can I request for a repayment assistance period of <b>shorter than 24 months?</b>	<ul style="list-style-type: none"> <li>Yes, the URUS repayment assistance will be based on AKPK's assessment on your affordability.</li> <li>You should consider increasing your monthly instalment when you can afford it. This will help you reduce your overall borrowing/financing cost.</li> </ul>
19.	Is there <b>additional cost</b> in joining URUS?	<ul style="list-style-type: none"> <li>There is no cost for the services provided by AKPK, including the personalised financial plan, financial education and advisory services provided to you under URUS.</li> <li>However, your overall borrowing/financing cost may increase compared to your original terms, if the loan/financing tenure is extended to reflect the additional interest/profit.</li> </ul>
20.	Can I <b>exit</b> from URUS earlier than the 24 months repayment assistance period?	<ul style="list-style-type: none"> <li>Yes, you may exit from URUS when you are able to resume the normal repayments to your banks.</li> <li>You need to inform AKPK if you would like to exit from URUS. AKPK will inform the banks accordingly.</li> </ul>

No	Questions	Answers
21.	Can I request for URUS <b>extension beyond 24 months</b> ?	<ul style="list-style-type: none"> <li>• URUS provides temporary repayment assistance of up to 24 months only.</li> <li>• If you need further assistance after the 24 months repayment assistance under URUS, you may contact your respective banks or AKPK for assistance.</li> </ul>
22.	Under URUS, should I make loan/financing <b>repayments</b> to AKPK or the banks?	Under URUS, you should make your instalment repayments directly to your banks.
23.	What if I <b>default</b> on my repayments during the URUS period?	<ul style="list-style-type: none"> <li>• If you are unable to make repayments under URUS for more than 3 consecutive months, you will not be able to continue with the programme.</li> <li>• In this case, it is best that you engage AKPK so that alternative solutions can be discussed, such as enrolment into AKPK's Debt Management Programme (DMP).</li> </ul>
24.	<b>After URUS ends</b> , what will my instalments be?	<ul style="list-style-type: none"> <li>• In general, after URUS ends, you are required to resume your <b>normal repayments</b>.</li> <li>• You should consider increasing your monthly instalments when you can afford it. This will help you reduce your overall borrowing/financing cost.</li> </ul>
<b>D) Development Support</b>		
25.	How does AKPK's <b>personalised financial plan</b> work?	<ul style="list-style-type: none"> <li>• Refer to answer in Question 4.</li> <li>• In addition, customers will have access to AKPK Financial Advisors at any time to review their personalised financial plan or seek advice on financial management issues. AKPK Financial Advisors will also help customers deal with their banks on matters relating to their loan/financing repayments under URUS.</li> </ul>
26.	What will I get from AKPK's <b>financial education</b> programmes?	<p>You will be provided with free <b>online learning</b> to enhance your financial management knowledge and skills, covering topics such as:</p> <ul style="list-style-type: none"> <li>• Goal setting</li> <li>• Cash flow management</li> <li>• Borrowing/financing basics</li> <li>• Managing debt</li> <li>• Wealth management</li> </ul>
27.	What is the <b>Social Synergy Network</b> ?	<ul style="list-style-type: none"> <li>• The Social Synergy Network is a collaborative effort between various agencies which provides <b>development benefits</b>.</li> </ul>

No	Questions	Answers
		<ul style="list-style-type: none"> <li>• This network enables you to obtain assistance via referrals to relevant agencies including avenues for income supplementation and other development support.</li> <li>• Among others, these referrals can help provide employment opportunities, financial aids and benefits, digital training and business platforms, business funding/financing, upskilling and reskilling training, and also emotional advisory support.</li> <li>• Some of the agencies under the network include PERKESO, MDEC, TEKUN and GIATMARA.</li> </ul>
28.	Can I apply for the repayment assistance only and opt out of the development support programmes under URUS?	<ul style="list-style-type: none"> <li>• URUS is a holistic assistance package that combines both repayment assistance and development support.</li> <li>• The development support programmes are an important component of URUS to help you recover and maintain your debt servicing capacity while enhancing your longer-term financial resilience.</li> <li>• The programmes and advisory support are available to all borrowers who enrol into URUS and can be accessed <b>at your own convenience</b>.</li> </ul>
<b>E) Further Assistance</b>		
29.	Who can I contact if I face difficulties under URUS?	<ul style="list-style-type: none"> <li>• You can reach out to your banks if you face any difficulties under URUS.</li> <li>• Alternatively, you may also reach out to AKPK or BNM at <a href="http://bnm.my/RAsurvey">bnm.my/RAsurvey</a> for additional assistance.</li> </ul>
30.	I am <b>not eligible for URUS</b> but require further repayment assistance. What should I do?	<ul style="list-style-type: none"> <li>• If you need further repayment assistance but are not eligible for URUS, you can still <b>obtain assistance from your bank</b>. You should contact your bank to discuss repayment options that would suit your financial needs and circumstances.</li> <li>• Alternatively, you may contact AKPK for advisory and assistance under various AKPK programmes, available for both households and SMEs, i.e.: <ul style="list-style-type: none"> <li>○ Debt Management Programme (DMP)</li> <li>○ Small Debt Resolution Scheme (SDRS)</li> <li>○ Financial Resilience Support Scheme (FIRST)</li> </ul> </li> </ul>
31.	What is AKPK's Debt Management Programme (DMP)?	<ul style="list-style-type: none"> <li>• AKPK's DMP is a customised programme, where AKPK Financial Advisors will work with individuals to develop a personalised debt repayment plan in consultation and agreement with their financial service providers.</li> </ul>

No	Questions	Answers
		<ul style="list-style-type: none"> <li>• DMP is available to financially distressed individuals who need assistance in managing their personal debts with the participating financial service providers.</li> <li>• DMP support includes repayment assistance until maturity of loan/financing and consolidated instalment repayments to AKPK. For further details on DMP, please refer to AKPK's website via this link: <a href="http://www.akpk.org.my/faq-en">www.akpk.org.my/faq-en</a></li> </ul>
32.	What is the Small Debt Resolution Scheme (SDRS)?	SDRS is a service offered by AKPK to assist SMEs and microenterprises facing business financing difficulties to restructure or reschedule their existing financing, including financing with multiple lenders.
33.	What is Financial Resilience Support Scheme (FIRST)?	<ul style="list-style-type: none"> <li>• FIRST is an assistance scheme by AKPK that includes features such as reduced instalments, extended financing tenures and financial resilience support programmes. It complements the existing restructuring schemes by the banks.</li> <li>• Customers who require further repayment assistance should contact their banks to discuss repayment options that would suit their financial needs and circumstances.</li> </ul>

The Association of Banks in Malaysia (ABM)  
Association of Islamic Banking and Financial Institutions Malaysia (AIBIM)  
Association of Development Finance Institutions of Malaysia (ADFIM)  
Agensi Kaunseling dan Pengurusan Kredit (AKPK)  
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