

FAQs – ADDITIONAL MEASURES TO ASSIST CUSTOMERS AFFECTED BY THE COVID-19 PANDEMIC

NO	QUESTION	ANSWER
1	What is the deferment of financing payment?	<p>It is a temporary deferment or suspension of financing payment obligation (principal and profit) for a limited period of time. During this period, customers who have financing that meet the conditions, do not need to make any payment. No additional cost or penalties will be imposed.</p> <p>During this period, profit will continue to be accrued but it will not be compounded and customers will need to honour the deferred payments in the future.</p> <p>Financing payment resumes after the deferment period of six (6) months.</p>
2	What is the objective of the deferment package?	<p>The aim of this package is to provide some relief to individuals and businesses who face temporary financial constraints arising from the COVID-19 pandemic.</p> <p>This is to help individuals and businesses facing financial adversities to cope with the challenges during this period. Financing payment resumes after the deferment period.</p>
3	Which financing qualifies for the deferment?	<p>For individuals and Small and Medium Enterprises (SMEs), the deferment of financing payment obligations is automatically enforced by Al Rajhi Bank Malaysia (“the Bank”), if the financing meets the following criteria:</p> <ol style="list-style-type: none"> financing not in arrears exceeding 90 days as at 1 April 2020; and denominated in Malaysian Ringgit. <p>This deferment also applies to customers with financing under salary deduction, namely for employees under:</p> <ol style="list-style-type: none"> Personal Financing-i Corporate Community Select Programme – Salary Deduction (CCSP-SD) scheme Personal Financing-i Employee Banking Solution (EBS) scheme Personal Financing-i Koperasi scheme; and Financing to Al Rajhi Bank staff <p>Corporate customers may request for a deferment on financing payment from the Bank. The above criteria applies. Please reach out to our Relationship Managers for assistance.</p>
4	Can I ask for more than 6 months deferment?	<p>The deferment is ONLY valid for 6 months.</p> <p>However, you may approach the Bank for rescheduling of your financing should you require a longer deferment period.</p>

NO	QUESTION	ANSWER
		Please contact our Customer Care Consultant at 03-2332 6000, if you require any assistance.
5	If I opt for the deferment, will my CCRIS records be adversely affected?	No. Your CCRIS will not be affected during the deferment period. It will remain similar as per the status as at March 2020 throughout deferment period.
6	Do I need to apply?	No. All individual and SME financing that meet the criteria will automatically qualify for the deferment which will take effect on 1 April 2020.
7	My financing is in default, can I qualify? Can financing under rescheduling programme be eligible for the deferment package?	Based on the qualifying criteria outlined in Question 3 above, financing accounts that are already more than 90 days in arrears, will not qualify for the deferment. Financings under a rescheduling programme are also eligible for the deferment, subject to meeting the criteria stated in Question 3 above.
8	How do I know if the Bank has enrolled my financing into the deferment package? How do I know if I have qualified?	The Bank will automatically enrol all individual and SME customers that meet the criteria into the deferment package. Please refer to Question 3 to assess eligibility.
9	I want to continue with my financing payments. How do I opt-out of the automatic deferment package?	Please contact our Customer Care Consultant at 03-2332 6000 or email to customersupport@alrajhibank.com.my by 30 March 2020, if you wish to opt-out of the automatic deferment package and continue to make timely and full payment for your financing. Please provide the following information for the request: <ol style="list-style-type: none"> 1. Full Name as per NRIC 2. NRIC Number 3. Contact Number 4. Email Address 5. Type of financing with the Bank
10	What if I have several financings with Al Rajhi Bank? <ol style="list-style-type: none"> a. Will all of my instalments be deferred? b. What if one of these financing is in default, would the other financing continue to qualify for the deferment package? 	<ol style="list-style-type: none"> a. Yes, the instalment for all of your financings will be deferred provided the respective financing account meets the criteria. b. The deferment package is applied on a per facility basis, and if the financing facility meets the criteria as stated in Question 3 for individuals and SMEs, the automatic deferment will apply. <p>However, should you decide to opt-out of the automatic deferment for any or all of your financings, please contact</p>

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		<p>our Customer Care Consultant at 03-2332 6000 or email to customersupport@alrajhibank.com.my by 30 March 2020</p> <p>Please provide the following information for the request:</p> <ol style="list-style-type: none"> 1. Full Name as per NRIC 2. NRIC Number 3. Contact Number 4. Email Address 5. Type of financing with the Bank 						
11	<p>I work in the tourism sector and have been badly affected by recent events, I have been struggling to meet my monthly property financing payments since January and my savings are soon running dry.</p> <p>Do I qualify for the deferment package?</p>	<p>Yes, provided that your financing are not in arrears for more than 90 days as at 1 April 2020.</p>						
12	<p>I run a small business which has been severely affected by COVID-19, if business does not improve, I will soon be defaulting on my car and personal financing? Do I qualify for the deferment package?</p>	<p>Yes, provided that your financing are not in arrears for more than 90 days as at 1 April 2020.</p>						
13	<p>Will I be charged additional profit on the payment amount that is deferred by 6 months during the period?</p>	<p>The profit will continue to accrue on the outstanding principal amount. Such profit however will not be compounded in line with Shariah principles.</p> <p>The Bank will not impose late penalty charges (Ta'widh) on the deferred amount. In other words, the financing payment is just deferred by 6 months.</p>						
14	<p>What would happen to my financing payments after the deferment period?</p> <p>How does being in the deferment package affect my profit payments after the 6-month period?</p> <p>Is there an increase in monthly payments, or longer tenure?</p>	<table border="1"> <thead> <tr> <th>Product</th> <th>Tenure</th> <th>Instalment After Deferment Period</th> </tr> </thead> <tbody> <tr> <td>Personal Financing-i / Automobile Financing-i/ Property Financing-i under Fixed Rate (Home/ Business Premises)</td> <td>Unchange</td> <td>Increase</td> </tr> </tbody> </table>	Product	Tenure	Instalment After Deferment Period	Personal Financing-i / Automobile Financing-i/ Property Financing-i under Fixed Rate (Home/ Business Premises)	Unchange	Increase
Product	Tenure	Instalment After Deferment Period						
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NO	QUESTION	ANSWER			
		<table border="1" data-bbox="724 282 1417 427"> <tr> <td data-bbox="724 282 1010 427">Property Financing-i under Variable Rate (Home/ Business Premises)</td> <td data-bbox="1010 282 1184 427">Extend by 6 months</td> <td data-bbox="1184 282 1417 427">Increase</td> </tr> </table> <p>The followings are some of the possible option available besides the above defaulted options:</p> <ul style="list-style-type: none"> a. Profit accrued during the deferment period will be consolidated into your last instalment a. Amortize the deferred instalment/profit accrued within 12 months b. Extend the original tenure <p>Customers are advised to write to customersupport@alrajhibank.com.my to request a suitable workable plan to pay the principal and profit accrued during the deferment period subject to the Bank's assessment and approval.</p>	Property Financing-i under Variable Rate (Home/ Business Premises)	Extend by 6 months	Increase
Property Financing-i under Variable Rate (Home/ Business Premises)	Extend by 6 months	Increase			
15	Does this deferment package apply to newly approved/ disbursed financing?	It applies to all financing outstanding as at 1 April 2020.			
16	If a corporate opts in for a financing payment deferment package, would it still be able to get new financing from the banks?	<p>The Bank will facilitate requests for a deferment package in a way that will enable viable corporate customers to preserve jobs and swiftly resume economic activities when conditions stabilise and improve. This may include the appropriate consideration of additional financing to support immediate cash flows and to allow reasonable time for the business to fully recover from the current disruption.</p> <p>The decision for a deferment and/or additional financing shall be subject to the Bank's internal requisite approvals.</p>			
17	I have a financing which is automatically deducted from my salary under the staff scheme. Do I qualify for the deferment?	<p>Yes, if the financing scheme falls under:</p> <ul style="list-style-type: none"> a. Personal Financing-i CCSP-SD scheme b. Personal Financing-i EBS scheme c. Personal Financing-i Koperasi scheme; and d. Financing to Al Rajhi Bank staff <p>Please inform your company to stop the salary deduction if you wish to have your financing payments deferred.</p>			
18	What if I have a Standing Instruction with another Bank for the payment of my financing with Al Rajhi Bank?	<p>Please arrange to suspend your Standing Instruction with your respective bank in line with the deferment period.</p> <p>Any money transferred to the Bank via Standing Instruction from 1 April 2020 onwards will be credited into your Current / Savings account with us and can be withdrawn at any time.</p>			
19	Will the bank automatically stop the payment requirement if I did	Yes.			

NO	QUESTION	ANSWER				
	not respond to the Bank's notification on automatic deferment package offered?					
20	Is there any impact for any new application that I wish to apply with the Bank?	There is no impact. You may apply for any new financing with us.				
21	My financing is under AKPK's Debt Management Programme (DMP). Do I qualify for the deferment?	Yes. Similar to other financing with FIs, profit will continue to accrue on financing payments that are deferred. Customers are advised to contact AKPK to discuss options available to borrowers/customers under the DMP.				
22	I have a financing under an auto-debit arrangement. Would the Bank stop debiting my bank account for 6 months?	Yes. However, if you wish to opt-out of the deferment and continue paying your financing with us via your existing auto-debit arrangement, please inform us accordingly.				
23	Do I still qualify for the deferment if I am in a well-paying job that has not been affected by the COVID-19 pandemic? My friends have recommended me to allow for the automatic deferment instead of opting-out and continuing my home financing monthly payments.	<p>Yes. However, profit will continue to accrue during the 6 months deferment period. Please refer to Question 25 for further information.</p> <p>Hence, customers are strongly advised to carefully consider the payment options after the deferment period and should continue paying their financing obligations if they can afford it (refer to Question 9).</p>				
24	After the deferment period, will the instalment amount or financing tenure be adjusted to take into account the accrued amount? What about those nearing the end of the financing tenure e.g. the final payment is less than 6 months?	Customers are advised to contact the Bank to discuss options available to resume payments after the deferment period. Please refer to Question 14.				
25	What would my house financing monthly payment look like after the 6 months deferment period?	<table border="1"> <thead> <tr> <th>Monthly instalment before deferment</th> <th>Monthly instalment after deferment</th> </tr> </thead> <tbody> <tr> <td>RM1,438</td> <td>RM1,455 (RM17 increase)</td> </tr> </tbody> </table> <p>The above illustration of a house financing is based on these assumptions:</p> <ul style="list-style-type: none"> • The tenure is extended by 6 months. • Financing is fully disbursed with amount of RM300,000 • Profit rate is at 4.60% per annum which is equivalent to Base Rate (BR) + 1.00%. Al Rajhi's 	Monthly instalment before deferment	Monthly instalment after deferment	RM1,438	RM1,455 (RM17 increase)
Monthly instalment before deferment	Monthly instalment after deferment					
RM1,438	RM1,455 (RM17 increase)					

NO	QUESTION	ANSWER
		<p>BR as at 9 Mar 2020 is 3.60%. The profit rate remain the same throughout the tenure.</p> <ul style="list-style-type: none"> • Original financing tenure is 35 years and customer has paid for 5 years. • Principal and profit payments are suspended during the Deferment Period. • Outstanding principal before Deferment Period is RM280,612 • Outstanding amount post-Deferment Period is RM287,066 • Actual number may varies in the system due to truncation of decimal points <p>[Please refer to Appendix 1 – Al Rajhi Payment Deferment Package(Property Financing)]</p>
26	<p>Will financing that have already been accorded a moratorium under a previous rescheduling exercise be eligible for another 6 months of deferment under the deferment package?</p>	<p>Yes, subject to the financing meeting the criteria as stated in Question 3.</p>
27	<p>Is this also applicable to financing by non-Malaysian customers, provided it is denominated in Ringgit?</p>	<p>Yes, eligible provided that the Customer fulfils the criteria as stated in Question 3.</p>
28	<p>Can the Bank unilaterally exclude me from the deferment package if I have the means/ability to service my obligations during this period from the automatic deferment?</p>	<ul style="list-style-type: none"> • No. The automatic deferment is applicable to all financing by individuals and SMEs as long as they meet the eligibility criteria. • Customers who wish to continue to service their obligations may opt-out from the automatic deferment.
29	<p>Would FIs be allowed to extend the tenure beyond the maximum allowed for housing financing (35 years), personal financing (10 years) and hire purchase financing (9 years) in the course of rescheduling financing to facilitate payments from customers who are subject to the automatic deferment package on 1 April 2020?</p>	<p>Yes, for customers who are subject to the automatic deferment (i.e. with financing that are outstanding as at 1 April 2020), the Bank is allowed to extend the tenure beyond the maximum tenure for house financing, personal financing, and hire purchase financing by no more than 6 months.</p> <p>Please refer to Question 14 for explanation.</p> <p>For variable rate financing, extending the tenure will expose the customers to profit rate movements as a result of changes to the Base Rate (“BR) or Base Financing Rate (“BFR”). This will impact the instalment and total payment by the customers</p>

NO	QUESTION	ANSWER
		For new financing that are approved/disbursed after 1 April 2020 and granted the deferment by the Bank, these financing would be subject to the current maximum tenure of 35 years for housing financing, 10 years for personal financing, and 9 years for hire purchase financing.
30	Would financing that become 90 days past due on 1 April 2020 itself qualify for the deferment package?	Yes.
31	<p>a. If my financing is disbursed after 1 April 2020, can I apply for automatic deferment?</p> <p>b. If I opt for deferment after 1 April 2020, will my CCRIS records be adversely affected?</p>	<ul style="list-style-type: none"> • The automatic deferment package is applicable for all outstanding financing as at 1 April 2020 for individuals and SME customers. • For new financing approved or disbursed after 1 April 2020, the deferment will not be automatic, and is subject to the Bank's assessment and approval. • In addition, the deferment is only applicable to performing and Ringgit-denominated financing. • No. Your CCRIS will not be affected during the deferment period.
32	Can I request for a variation of the automatic deferment? (Eg. 3 months instead of 6 months deferment, or continue profit servicing instead of deferring both principal and profit.)	<ul style="list-style-type: none"> • For the automatic deferment package on 1 April 2020, the deferment period is for 6 months. • Where the customers' request for the deferment after 1 April 2020, banking institutions may consider such requests by customers.
33	Is the Bank allowed to revise the pricing of the facility during the payment deferment period?	No. Any revision to pricing after the deferment period is subject to the requirements in the policy document on <i>Responsible Financing</i> .
34	Would the payment deferment package apply to financing with progressive payments (e.g. where customers are only required to service profit)?	Yes, subject to meeting the eligibility criteria stated in Question 3.
35	If my financing is currently 2 months in arrears as at 1 April 2020, will the Bank continue to report 2 months in arrears, or 0 arrears during the 6 months deferment period?	<p>The account status as at 1 April 2020 will remain unchanged throughout the payment deferment period.</p> <p>In this example, this would mean that the account status remains at 2 months in arrears in CCRIS until 30 September 2020, unless–</p> <ul style="list-style-type: none"> • the customer chooses to pay off these arrears; or • the financing is rescheduled during the payment deferment period.
36	Is there a minimum outstanding balance/ minimum remaining	No. The deferment is applicable to all eligible financing regardless of outstanding balance or remaining tenure.

NO	QUESTION	ANSWER
	tenure to qualify for the payment deferment package?	
37	Is there a need to perform a new <i>aqad</i> (or contract) for rescheduling as a result of the payment deferment package?	No. This is treated as a mere rescheduling of the facilities, for which a new <i>aqad</i> (or contract) is not necessary so long as the amount to be paid by customers is within the original contracted price of the existing contract.
38	If the Bank has already switched off the auto debit function on my account to effect the automatic payment deferment from 1 April 2020, but I notify the Bank to opt out later (e.g. in June 2020), can the Bank continue to accrue profit on the portion of the payment that had not been received?	Yes. However, we would advise you to confirm by 30 March 2020 should you want to opt out of the automatic deferment package, and hence continue paying your financing as usual.
39	How does the Bank assess customers that are in need of the automatic deferment package?	All individual and SME financing that meet the criteria stated in Question 3 will automatically qualify for the automatic deferment package on 1 April 2020, unless you opt-out.
40	The payments after the deferment period must be consistent with the affordability levels of the customers. Does this require the banking institution to assess the DSR of customer? If yes, how is the banking institution expected to treat customers who breach the DSR?	<ul style="list-style-type: none"> • The assessment should be similar to any other rescheduling exercises where banking institutions should consider, among others, the affordability levels of the borrowers/customers and any collateral arrangements. This assessment should also be in accordance with the banking institution's internal credit policies. • The Bank would take into account measures by the Government to mitigate the economic impact of the COVID-19 pandemic, as well as the overall macroeconomic factors that would have a considerable impact on the DSR of the customers.
41	For term facilities for SMEs and individuals, after the end of the 6-month deferment period, can I choose whether to: a. retain the last instalment sum and extend the financing tenure by 6 months; b. retain the last instalment sum and financing tenure, but the last payment will include a balloon sum of the profit accrued during the deferment period; or c. increase the instalment sum so that the financing tenure remains unchanged?	<ul style="list-style-type: none"> • The payment arrangement after the deferment period shall be determined by the Bank's internal credit policies and assessments. • However, the Bank would have prior discussions with you on the payment options that take into account the payment ability of the customer. • For automatic deferment starting from 1 April 2020, banking institutions will have until 30 September 2020 to reach an agreement with the customer on this matter.

NO	QUESTION	ANSWER				
	<p>When do I need to make my decision, i.e. before 1 April 2020, or any time until 30 September 2020?</p>					
42	<p>For financing where payments are covered under mortgage reducing term takaful (MRTT), would this protection coverage be extended in line with the extended tenure of the financing?</p>	<ul style="list-style-type: none"> • MRTT coverage will not be extended in tandem with the extension of tenure accorded for home financing • Customer who prefers to extend the coverage of any credit related takaful will need to discuss with us on the additional cost that they will incur. • Please contact our Customer Care Consultant at 03-2332 6000 or email customersupport@alrajhibank.com.my should you would like to have extended coverage 				
43	<p>What would my Personal Financing / Automobile Financing-i monthly payments look like before and after the 6 months deferment period?</p>	<table border="1" data-bbox="724 860 1418 1077"> <thead> <tr> <th data-bbox="724 860 1070 936">Monthly instalment before deferment</th> <th data-bbox="1070 860 1418 936">Monthly instalment after deferment</th> </tr> </thead> <tbody> <tr> <td data-bbox="724 936 1070 1077">RM986</td> <td data-bbox="1070 936 1418 1077">RM1,183 (RM197 increase)</td> </tr> </tbody> </table> <p>This illustration is based on the Bank's fixed rate Personal Financing-i / Automobile Financing-i, with these assumptions:</p> <ul style="list-style-type: none"> • The tenure is not extended and the financing is based on original maturity date. • Financing amount is RM50,000 • Fixed profit rate is at 7.00% per annum. The profit rate remains the same throughout the tenure. • Original financing tenure is 6 years and customer has paid for 3 years. • No additional profit is charged during Deferment Period • Actual number may varies in the system due to truncation of decimal points <p>[Please refer to Appendix 2 – Al Rajhi Payment Deferment Package(Personal Financing/Auto Financing)]</p>	Monthly instalment before deferment	Monthly instalment after deferment	RM986	RM1,183 (RM197 increase)
Monthly instalment before deferment	Monthly instalment after deferment					
RM986	RM1,183 (RM197 increase)					
44	<p>My financing has been automatically enrolled in the deferment package but why was the financing details displayed at Al Rajhi's internet banking did not reflect the automatic moratorium granted?</p>	<p>Even though customers that have been automatically enrolled in the deferment package, there will be no changes to the information displayed at the financing details in the internet banking since the system was not enhanced to reflect the automatic moratorium. Hence the payment due date and amount due will continue to show the existing logic. This means that the amount will display the deferred instalment is in arrears.</p> <p>However, CCRIS will not show the deferred instalment as in arrears.</p>				



NO	QUESTION	ANSWER
45	Does BNM have any expectation on the circumstances of customers that can be allowed to opt out from the automatic moratorium?	<ul style="list-style-type: none"> Customers have full discretion on whether to opt out and continue to make timely and full payment of their financing. Customers is advised to carefully assess whether they really need the temporary financial relief, which may come at a higher payment amount or a longer payment duration.
46	If a customer has opted out from the automatic deferment package by 1 April 2020, but later decides to opt in (e.g. on 1 May 2020), can the Bank still grant a payment deferment? If yes, for how long?	Yes. The customers may request for a 6-months deferment but the deferment will not be automatic, and is subject to the Bank's assessment and approval.
47	For financing that have fire takaful coverage, is the automatic deferment applicable to the contribution payments that are due on 1 April to 30 September 2020? Are customers still required to pay the fire takaful contribution payment that is due during the 6-months deferment period?	No. The automatic deferment is not applicable to fire takaful contributions, as it is meant for financing granted by the Bank.
48	Are there any high priority sectors that the Bank consider in granting automatic deferment package? Are there any sectors that should be excluded from this deferment package?	No. The automatic deferment is applicable to all eligible individuals and SMEs for financing outstanding as at 1 April 2020, irrespective of the sectors that the customers operate in.
49	For ringgit denominated financing which are in arrears exceeding 90 days as at 1 April 2020, any deferment package is subject to the Bank's internal assessment and approval. If a deferment package is granted for these customers, would the flexibilities provided in paragraph 6 of the letter apply?	No. The treatment under paragraph 6 of the letter only applies to performing ringgit denominated financing (i.e. in arrears for 90 days or less) at the time of request.
50	For eligible customers who opt out from the automatic deferment package on 1 April 2020 but find themselves in financial difficulties at a later time during the year, will the	<ul style="list-style-type: none"> Yes, provided that the request is received by the banking institution on or before 31 December 2020, and the financing are performing (i.e. in arrears for 90 days or less) at the time of request and are denominated in ringgit.

NO	QUESTION	ANSWER
	treatment in paragraph 6 apply when they request for a moratorium (or to R&R) from Al Rajhi	<ul style="list-style-type: none"> However, the moratorium provided after 1 April 2020 is not automatic and is subject to the Bank's assessment and approval.
51	For profit which will fall due for payment on 1 April 2020, should the customer continue to pay the banking institution on 1 April 2020?	The automatic deferment will entail the deferment of the profit payment that are contractually due from 1 April 2020 onwards (until 30 September 2020).
52	Can I request for a variation to the deferment package (e.g. 3 months instead of 6 months deferment, or continue to service the profit portion)?	<p>For the automatic deferment on 1 April 2020, the deferment period is for 6 months.</p> <p>If you choose to defer payments after 1 April 2020, you are advised to contact the Bank if you wish to vary the 6-month deferment package. It is subject to the Bank's assessment and approval.</p>
53	Is the Bank allowed to increase the profit of the financing during the payment deferment period?	No. The Bank is not allowed to increase the profit rate during the deferment period.
54	If I have missed two months payment on my financing account, will my CCRIS report continue to show 2 months in arrears when the payment deferment starts on 1 April 2020?	<p>Yes, the account status as at 1 April 2020 remains unchanged throughout the deferment period.</p> <p>In this case, your CCRIS report will continue to show 2 months in arrears until 30 September 2020, unless you fully settle the amount in arrears during the deferment period.</p>
55	Is there a minimum outstanding balance or a minimum remaining tenure to qualify for the automatic deferment?	No. It is applicable to all eligible financing regardless of the outstanding amount or the remaining tenure as at 1 April 2020.
56	Can I opt-out at any time during the 6-months deferment period?	<p>Yes. You should contact the Bank if you wish to opt-out at any point during the payment deferment period.</p> <p>If you opt-out, you must continue to make timely and full payment of your financing.</p>
57	For Islamic facility, is there a need to perform a new <i>aqad</i> (or contract) for rescheduling of the facility as a result of the deferment?	No. A new <i>aqad</i> is not necessary so long as the amount to be paid by the customers is within the original contracted price of the existing contract.
58	For customers who may require rescheduling after the deferment period, will the financing be	No. Any requests from customers for rescheduling which are received on or before 31 December 2020 will not be classified as rescheduling in CCRIS.

NO	QUESTION	ANSWER
	classified as rescheduling in CCRIS?	For requests received after 31 December 2020, the classification as rescheduling applies.
59	<p>The existing tenure for my personal financing is 10 years, hire-purchase financing is 9 years and home financing is 35 years, which are all the maximum tenure allowed for each type of financing.</p> <p>Can I still extend the tenure of my financing for another six months after the deferment period ends?</p>	<p>Yes, this is possible for customers who are provided with automatic deferments on 1 April 2020. The Bank is allowed to extend the tenure beyond the maximum tenure for personal, home and hire purchase financing by no more than 6 months.</p> <p>You are advised to carefully consider the payment options (when payments resume after 6 months) proposed by the Bank and to understand the effects of tenure extension on total financing costs.</p> <p>You can discuss with the Bank to identify an option that is best suited to your financial circumstances.</p>
60	<p>Bank A: Bank with standing instruction Bank B: Bank providing financing</p> <p>Do I need to inform Bank A to discontinue my standing instruction?</p>	<p>Yes, if you decide to remain in the payment deferment, you should inform the bank with the standing instruction (Bank A) to suspend this for six months.</p> <p>However if you have already informed your FI (Bank B) that you wish to opt-out of the payment deferment, there is no need to inform Bank A to continue with your standing instruction. Bank A will not automatically cancel your standing instruction.</p>
61	<p>If I opt out on 1 July 2020, do I have to immediately settle the instalment amount due from April to June 2020?</p> <p>Can I request to stagger the amount due and do I need to pay additional profit?</p>	Customers are advised to contact the Bank to discuss the payment options available and carefully consider the impact of these options.
62	Who can I contact to obtain more information on this?	<p>The Deferment Package will be automatically provided to all eligible customers.</p> <p>In line with the requirements of the Movement Control Order, please do NOT visit the Bank's branch during this time.</p> <p>Please contact our Customer Care Consultant at 03-2332 6000 or email customersupport@alrajhibank.com.my, for any urgent communication.</p> <p>Most front-line services including BNMLINK for walk-in visitors have been suspended from 18 March until 14 April 2020. However, members of the public can contact BNM through these following channels or refer to BNM's website at www.bnm.gov.my for further updates:</p>

NO	QUESTION	ANSWER
		<ul style="list-style-type: none"> • LINK (https://telelink.bnm.gov.my); or • BNMTELELINK (Tel: 1-300-88-5465) from Monday to Friday (9.00 a.m. to 5.00 p.m.)

The above information is correct and updated as at 9 April 2020.

Reference:

- FAQs on Deferment Package and Conversion Package (Revised 30 March 2020)
- Supplementary FAQs on Deferment Package and Conversion Package as at 7 April 2020
- FAQs for Banking Institutions as at 1 April 2020

Kindly contact:

Customer Care Consultant

Tel: **03-2332 6000**

E-mail: customersupport@alrajhibank.com.my

Website

www.alrajhibank.com.my

Appendix 1

Al Rajhi Payment Deferment Package (Property Financing) Impact to Instalment Payment & Total Amount Payable



Assumption	Home Financing Details
Financing Amount	RM300,000
Original Tenure	35 Years (420 months)
Profit Rate	4.60% (BR + 1.00%)
Monthly Instalment	RM1,438

BR = Base Rate as at 9 Mar 2020 is 3.60%

Setting Defaulted

Period	Normal Scenario (Without Deferment)	Tenure Extension by 6 Months & Accrued Profit is Distributed Throughout Remaining Tenure
1 – 60 months	RM1,438	RM1,438
61 – 66 months (Deferment Period)		RM0 (Total profit accrued during Deferment Period is RM6,454 will be paid throughout the remaining tenure)
67 – 420 months		67 - 426 months RM1,455 (RM17 increase)
421 – 426 months		
Total Amount Payable	RM603,960	RM610,414 (RM6,454 increase)
Total Principal Payment	RM300,000	RM300,000 (remain unchanged)

The above illustration of an Islamic home financing is based on these assumptions:

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|--|---|
| <ul style="list-style-type: none"> a) The tenure is extended by 6 months. b) Financing is fully disbursed with amount of RM300,000 c) Profit rate is at 4.60% per annum which is equivalent to Base Rate (BR) + 1.00%. Al Rajhi's BR as at 9 Mar 2020 is 3.60%. The profit rate remain the same throughout the tenure. d) Original financing tenure is 35 years and customer has paid for 5 years. | <ul style="list-style-type: none"> e) Principal and profit payments are suspended during the Deferment Period. f) Outstanding principal before Deferment Period is RM280,612 g) Outstanding amount post-Deferment Period is RM287,066 h) Actual number may varies in the system due to truncation of decimal points |
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Appendix 2

Al Rajhi Payment Deferment Package (Personal Financing/Auto Financing) Impact to Instalment Payment & Total Amount Payable



Assumption	Financing Details
Financing Amount	RM50,000
Original Tenure	6 Years (72 months)
Profit Rate	7.00%
Monthly Instalment	RM986

Setting Defaulted

Period	Normal Scenario (Without Deferment)	Balance Outstanding is Distributed Throughout Remaining Tenure
1 – 36 months	RM986	RM986
37 – 42 months (Deferment Period)		RM0 <i>(Total instalment during Deferment Period is RM5,916 will be paid throughout the remaining tenure)</i>
43 – 72 months		43 – 72 months RM1183 (RM197 increase)
Total Amount Payable	RM71,000	RM71,000 (remain unchanged)
Total Principal Payment	RM50,000	RM50,000 (remain unchanged)

The above illustration of an Islamic personal financing/auto financing is based on these assumptions:

- The tenure is not extended and the financing is based on original maturity date.
- Financing amount is RM50,000
- Fixed profit rate is at 7.00% per annum. The profit rate remains the same throughout the tenure.
- Original financing tenure is 6 years and customer has paid for 3 years.
- No additional profit is charged during Deferment Period
- Actual number may varies in the system due to truncation of decimal points