



FAQs on our Deferment Programme/Scheme for Individual & Retail Business Banking (Fusion) Loans/Financing

(In line with BNM's 6 months' automatic deferment on loan/financing payments for SMEs and individuals)

General Questions on the Deferment

1.	What is the purpose of this deferment?	It is a loan/financing payment deferment measure to aid individuals and businesses in the midst of these uncertain times caused by the Covid-19 pandemic. It is a proactive initiative to provide some relief to those affected individuals/business during this period.
2.	How does the deferment work?	It is an automatic deferment of loans/financing payments from 1 April 2020 for a period of six (6) months.
3.	How do you define the 6-month deferment period?	The 6-month deferment period refers to payments for loans/financing between 1 April 2020 and 30 September 2020.
4.	Does it mean that I do not need to pay anything to the bank for 6 months, including interest/profit?	Yes. No instalments will be due from 1 April 2020 till 30 September 2020.
5.	Am I eligible for this deferment?	<p>Based on BNM's announcement on 24 March 2020, the deferment is automatically applicable for: -</p> <p>All outstanding loans and financing that are:</p> <ul style="list-style-type: none"> ▪ not exceeding 90 days in arrears as at 1 April 2020 AND ▪ in Ringgit Malaysia denomination. <p>Loans/financing denominated in foreign currencies are not eligible for the automatic deferment.</p>
6.	Do I have to apply for the automatic deferment?	No. We do not require you to submit any application for this automatic deferment. You do not have to call in or visit any of our branches, the bank will automatically complete the process for you.
7.	My loan/financing is in default past 90days, so am I eligible under any relief programme?	<p>Loans/financing accounts that are already more than 90days in arrears will not qualify for the automatic deferment announced by BNM.</p> <p>However, HSBC has existing treatment programmes based on eligibility (i.e. R&R, payment arrangement) which can be discussed further with our Collections department. You may call our Collections Inbound teams at 03-2690 9999 for Cards / Financing and 03-8894 1955 for Mortgage.</p>
8.	During the 6-month deferment, will the loan/financing be charged interest/profit?	Yes, interest/profit will continue to accrue on the outstanding principal amount that are deferred. Customers who did not opt out of the deferment will have to honour the deferred payments after the deferment period.

9.	Will there be additional interest/profit on the payment amount that is deferred by 6 months during the period?	No. HSBC will not compound the interest/profit for loans/financing or impose any late penalty charges during the 6 month deferment period.
10.	What do you mean by no compounded interest/profit?	It means no additional interest/profit will be charged on the 'interest/profit not paid' during the 6 months deferment period.
11.	Will my loan/financing maturity date be affected?	Yes. For both conventional and Islamic loans/financing, the tenure/maturity date will be extended by 6 months - if you did not opt out of this deferment.
		<p><u>For individual customers</u></p> <p><u>For Conventional Term Loans, Mortgages & Overdrafts</u></p> <p>The automatic deferment programme will end on 30 September 2020 and your financing tenure will be extended automatically by 6 months from your existing/remaining tenure. Unless stated in the Terms of the Deferment, the terms and conditions of your existing facility shall remain unchanged and binding to you.</p> <p>The interest accrued on the principal outstanding balance during the deferment period is not compounded. After the deferment period, the accrued interest amount will then be added into your principal loan outstanding balance.</p> <p>You shall resume your monthly instalment payment in the month of October. The October instalment amount will be the same as the instalment amount you paid before the deferment period. Your instalments for November onwards would then be adjusted to accommodate the capitalization of the accrued interest amount and/or any rate change (for loans that are on Base Rate/Base Lending Rates).</p>
12.	What would be my new payment schedule after the 6-month deferment period? Or	The bank will notify you of the revisions to the loan/financing schedule before your October and November 2020 payments are due.
	Will my monthly payment amount remain the same or will it be revised?	<p>With this revised repayment amount, you will not be required to pay a higher final amount at the maturity of your loan.</p> <p>If your account was in arrears prior to the deferment programme, you are required to pay the arrears amount upon expiry of the deferment programme to avoid impacting your CCRIS and incur additional charges.</p> <p>For Overdraft Facilities:</p> <p>The interest accrued during the Deferment will become due in October, any overlimit will be payable by you as a lump sum payment at the end of the deferment period, (Oct 2020).</p> <p>Please note that the total amount payable for your loan over the extended tenure/ maturity will be higher if you choose to continue with the deferment. As such, you should carefully assess whether you really need the temporary financial relief and whether you can afford to continue to with your regular payments before deciding whether to remain or opt out of this deferment.</p> <p><u>For Amanah Personal Financing & Mortgages</u></p> <p>The automatic deferment programme will end on 30 September 2020 and your monthly payment amount will remain the same after the deferment period while your financing tenure will be extended automatically by 6 months from your existing/remaining tenure. Unless stated in the Terms of the</p>

Deferment, the terms and conditions of your existing facility shall remain unchanged and binding to you.

The profit/lease rental accrued on the principal outstanding balance during the deferment period is not compounded. Post the 6-month deferment period, your monthly instalment will first be allocated to clear the accrued 6-month deferment profit/lease rental. Once the accrued profit/lease rental is cleared, your monthly instalment will revert to paying the remaining principal amount and profit/lease rental.

You shall resume your monthly instalment payment in the month of October. The October instalment amount will be the same as the instalment amount you paid before the deferment period. Your instalments for November onwards would then be adjusted to accommodate any rate change (for financing that are on Base Rate /Base Financing Rate).

The bank will notify you of the revisions to the financing schedule before your October and November 2020 payments are due.

You may be required to pay a higher final amount at the maturity resulting from the 6-month deferment period. The amount will depend on your outstanding amount, remaining tenure, and profit rate of the financing.

If your account is in arrears prior to the deferment programme, you are required to pay the arrears amount upon expiry of the deferment programme to avoid impacting your CCRIS and incur late payment fees.

Please note that the total amount payable for your financing over the extended tenure/ maturity will be higher if you choose to continue with the deferment. As such, you should carefully assess whether you really need the temporary financial relief and whether you can afford to continue to with your regular payments before deciding whether to remain or opt out of this deferment.

For HSBC Fusion (Retail Business Banking) customers

Post the 6 months' deferment period, your loan/ financing tenure will be extended by 6 months.

For **Conventional Facilities**, the interest accrued during deferment period will be added to your outstanding balance, your monthly instalment will increase to accommodate the lack of payment during the moratorium period.

You shall resume your monthly instalment payment in the month of October 2020. The October 2020 instalment amount will be the same as the instalment amount you paid before the deferment period. Your instalments for November 2020 onwards would then be adjusted to accommodate the capitalization of the accrued interest amount and/or any rate change (for loans that are on Base Rate/Base Lending Rate/Base Financing Rate).

For Overdraft Facilities:

The interest accrued during the Deferment will become due in October, any overlimit will be payable by you as a lump sum payment at the end of the deferment period, (Oct 2020).

For **Amanah Financing**, the lease rental accrued will not be capitalized. Post the 6-month deferment period, your monthly payments will be allocated to clear the accrued 6-month deferment lease rental. Once the accrued lease rental is cleared, your monthly payments will then be utilized to pay the remaining principal amount and lease rental.

	<p>You shall resume your monthly instalment payment in the month of October 2020. The October 2020 instalment amount will be the same as the instalment amount you paid before the deferment period. Your instalments for November 2020 onwards would then be adjusted to accommodate any rate change (for financing that are on Base Rate /Base Financing Rate).</p> <p>You will be required to pay a higher final amount at the maturity resulting from the 6-month deferment period. The amount will depend on your outstanding amount, remaining tenure, and lease rental of the /financing.</p> <p>For loans/financing which are based on Base Rate/Base Lending Rate/Base Financing Rate, your instalment amount will be adjusted when there is an adjustment to the rate.</p> <p>The Bank will notify you of the revision to the loan/financing schedule before your payment is due in October and November 2020.</p> <p>Please note that the total amount payable for your loan/ financing over the extended tenure/ maturity will be higher if you choose to continue with the deferment. As such, you should carefully assess whether you really need the temporary financial relief and whether you can afford to continue to you regular payments before deciding whether to remain opt out this deferment.</p>
<p>13. Why did HSBC change their approach on the repayment for Conventional Loans/Mortgages after the deferment from previous FAQ?</p>	<p>The change of approach was made to simplify the repayment structure after the 6-month deferment period by allowing capitalization of accrued interest. This will result in customers not having to pay a higher final amount at the end of their loan tenure.</p>
<p>14. Why are these changes not applicable for Amanah products?</p>	<p>For Amanah products, accrued profit/lease rental is treated differently.</p> <p>We will not add the accrued profit/lease rental amount into your principal outstanding balance as the accrued profit/lease rental will not be compounded even after the 6-month deferment period. The accrued profit/lease rental from the 6-month deferment period will be collected upfront as part of your monthly instalment payments. While you may eventually pay a higher final amount at the end of your financing tenure, you do have other payment options to help reduce the final amount. Please refer to Question 15.</p>
<p>15. What are my payment options following the deferment programme? AND Do I have any other payment options so that I can avoid or reduce a higher final amount at maturity?</p>	<p>Payment options for customers after the 6-month deferment period:</p> <ol style="list-style-type: none"> 1. You continue with the payment schedule and revised amount as stated in Question 12 above OR 2. You may choose to pay off the accrued interest/profit/lease rental partially/fully at any time. We encourage you to pay down these deferred interest/profit/lease rental as soon as possible so that you reduce the interest/profit/lease rental charged. For Conventional facilities, this will reduce the overall interest charged. For Amanah facilities, this will reduce the total profit/lease rental and final payment amount at the end of your tenure OR 3. For Conventional mortgages/term loans & Amanah mortgages: You may request to maintain your original tenure with a revised higher monthly instalment. <p>For options 2 and 3, please click here to submit your request.</p>

		<p>If you think you would face difficulties in meeting payments after the 6-month deferment period, we are here to help, please click here to request for us to contact you.</p> <p>If you wish to opt out now, please refer to Question 35 for more information.</p>
16.	Will the deferred payments be reflected in CCRIS as a poor record?	No. There will be no negative implications to your CCRIS record.
17.	If I'm currently enrolled under AKPK's Programme, will I be eligible for this deferment?	If you are currently paying to AKPK, please approach them directly for assistance.
18.	I have three (3) mortgages with HSBC, of which only two (2) are eligible. Will I still be eligible for this deferment?	<p>Yes, your two mortgages that are not in arrears for more than 90 days will be eligible.</p> <p>The deferment is applied on a per facility basis, and if the loan/financing facility meets the conditions as set out by BNM, the deferment will apply.</p> <p>For loans/financing that are in default <more than 90 days as at 1 April 2020>, HSBC has existing treatment programmes based on eligibility (i.e. R&R, payment arrangement) which can be discussed further with our Collections department. You may call our Collections Inbound teams at 03-2690 9999 for Cards / Financing and 03-8894 1955 for Mortgage.</p>
19.	Can I ask for more than 6 months deferment?	<p>The deferment period is only for 6 months as announced by BNM. However, please let us know should you face difficulties in meeting payments after the 6-month deferment period. You may call our Collections Inbound teams at 03-2690 9999 for Cards / Financing and 03-8894 1955 for Mortgage.</p> <p>The deferment will only be automatically applied to existing loans/financing products outstanding as at 1 April 2020.</p> <p>For new loans/financing approved and/or disbursed after 1 April 2020, or loans/financing with outstanding as at 1 April 2020 and you have previously opted out, the deferment will not be automatic, and is subject to the Bank's assessment and approval.</p>
20.	<p>Does the deferment apply to loans/financing disbursed after 1 April 2020?</p> <p>OR</p> <p>Is this deferment applicable for loans/financing applied before 1 April 2020 but disbursed after 1 April 2020?</p>	<p>To apply for a 6-month deferment on new loans/financing approved and/or disbursed after 1 April 2020, please submit the online application form at least 14 days before your next instalment due date for the deferment to be effective in the same month upon approval.</p> <p>You will receive an SMS confirmation upon approval, and the deferment will be effective starting from the next instalment date.</p> <p>Applications for a 6-month deferment on new loans/financing approved and/or disbursed after 1 April 2020 are open until 31 December 2020.</p> <p>Please note that your loan/financing tenure will not be extended and you will be required to pay a higher monthly instalment amount and a higher final amount at the maturity resulting from the 6-month deferment period. The monthly instalment and final amounts will depend on your outstanding amount, remaining tenure, and interest/profit/lease rental rate of the</p>

		loan/financing. You should consider this based on your financial situation and priorities and assess whether do you really need this relief during this time as you will end up having to pay more for your loan/ financing, which will happen when one participates in the deferment programme.
21.	Does it apply to progressively disbursed loans/financing?	Yes, subject to the loans/financing meeting the eligibility criteria.
22.	Can I still apply for a new loan/financing if I choose to defer payments on my existing loans/financing?	Yes, you may continue to apply for other loans/financing offers with HSBC. New applications are subject to the bank's approval.
23.	In view that there is no payment during the 6 months moratorium period, will my account be triggered with default rate?	The default rate will not be triggered during the moratorium period. However if your account is in 3 months of arrears during the moratorium period is over, the default clause where applicable will be triggered.
24.	My loan/financing was restructured and rescheduled (R&R) a few months ago. Am I still eligible for this moratorium?	Yes, loans/financing under R&R are eligible for the automatic deferment subject to meeting the criteria below: <ul style="list-style-type: none"> ▪ not exceeding 90 days in arrears as at 1 April 2020 AND ▪ in Ringgit Malaysia denomination.
25.	I have arrears prior to deferment, how will this be impacted during the 6 months?	If your account is in arrears prior to the deferment, you may opt to pay the arrears amount during the moratorium period to clear your CCRIS record. Otherwise you are required to repay the total arrears amount upon expiry of the moratorium along with your instalment on the 7th month to avoid aging of the account. Late payment fees will begin from October 2020 on any amount overdue.
26.	Is it beneficial for me to consider the auto-deferment programme? OR Is it 'beneficial' for me to take this deferment and invest my money in other areas (e.g. FD or investments)	The deferment programme aims to assist our customers in the midst of these uncertain times by providing relief during the 6-month period. Customers should consider the benefits based on their financial situation and priorities, e.g. <ul style="list-style-type: none"> ▪ Some customers may require the 6-month relief of non-payment on their mortgage/financing product as they need the cash flow for other purposes; ▪ For customers who may not require the relief during this time, they may prefer to opt out if they do not want to end up having to pay more over the extended tenure of the loan, which will happen when one participates in the auto deferment programme
27.	Does the deferment apply to Overdraft (OD) facilities?	Yes. The deferment applies to Overdraft facilities (OD) with balances in excess of the approved limit as the excess amount is contractually due for repayment.
28.	How will the deferment impact my overdraft account?	You can continue to utilise the facility to the approved limit. The interest/profit will continue to be accrued monthly during the deferment period. The deferred interest/profit, commitment fee for conventional OD and other applicable interest/fees will be added to the outstanding balance. This

- amount will be made payable by you as a lump sum after 30 September 2020.
29. Does my OD loan tenure increase?
- The deferment programme does not impact your loan tenure as OD are revolving credit facilities in nature, there is no definite loan tenure and is subjected to annual review by the Bank.
30. How would the period of arrears be calculated for revolving credit facilities (e.g. overdraft) that are subject to a deferment?
- The period of arrears is calculated from the day the outstanding amount has remained in excess of the approved limit.

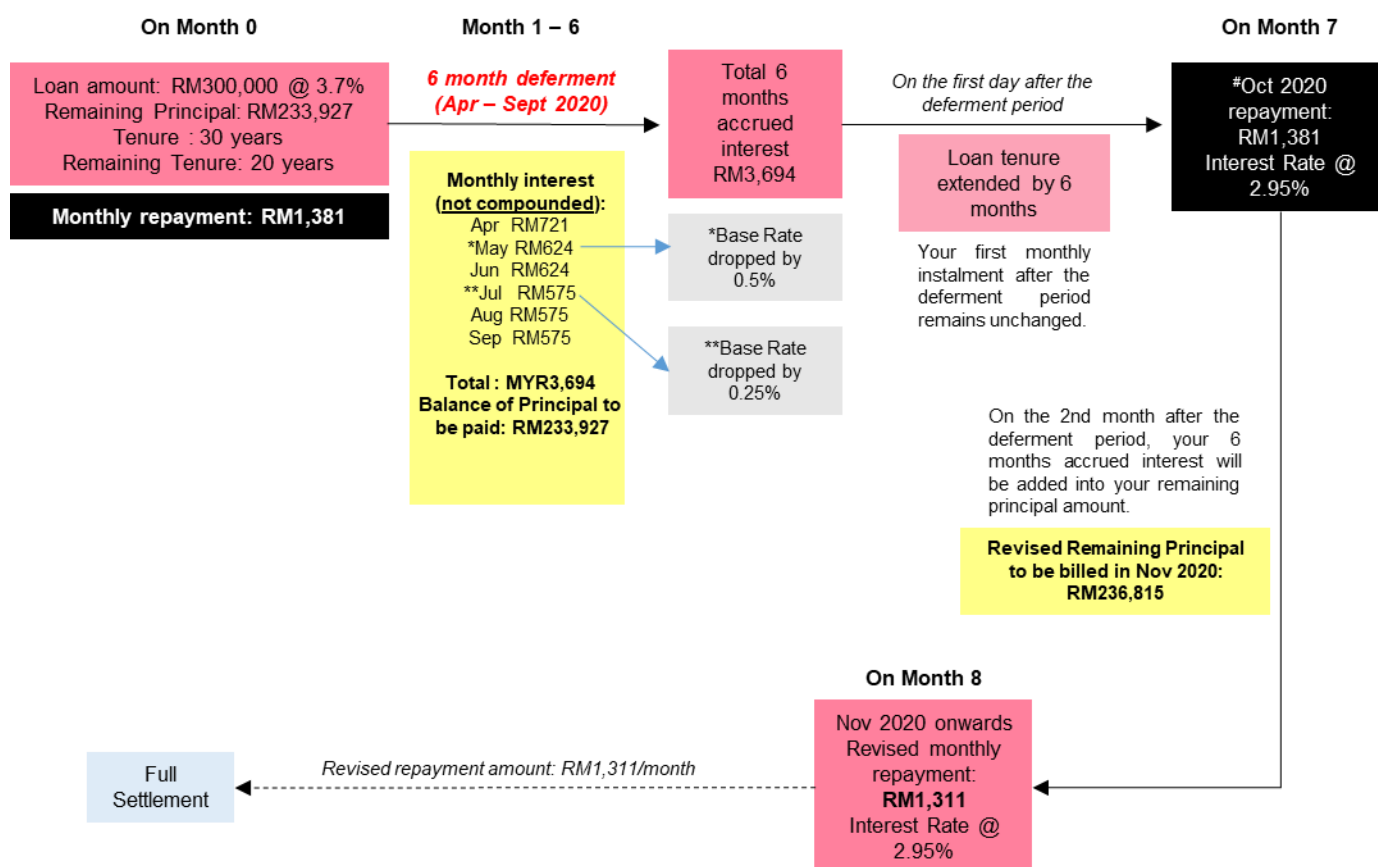
Question on how does the 6-month deferment work?

Please refer to the illustrations below for more details:-

For HSBC Conventional Home Loans/Mortgages



HSBC Bank customer
with a conventional
home loan.

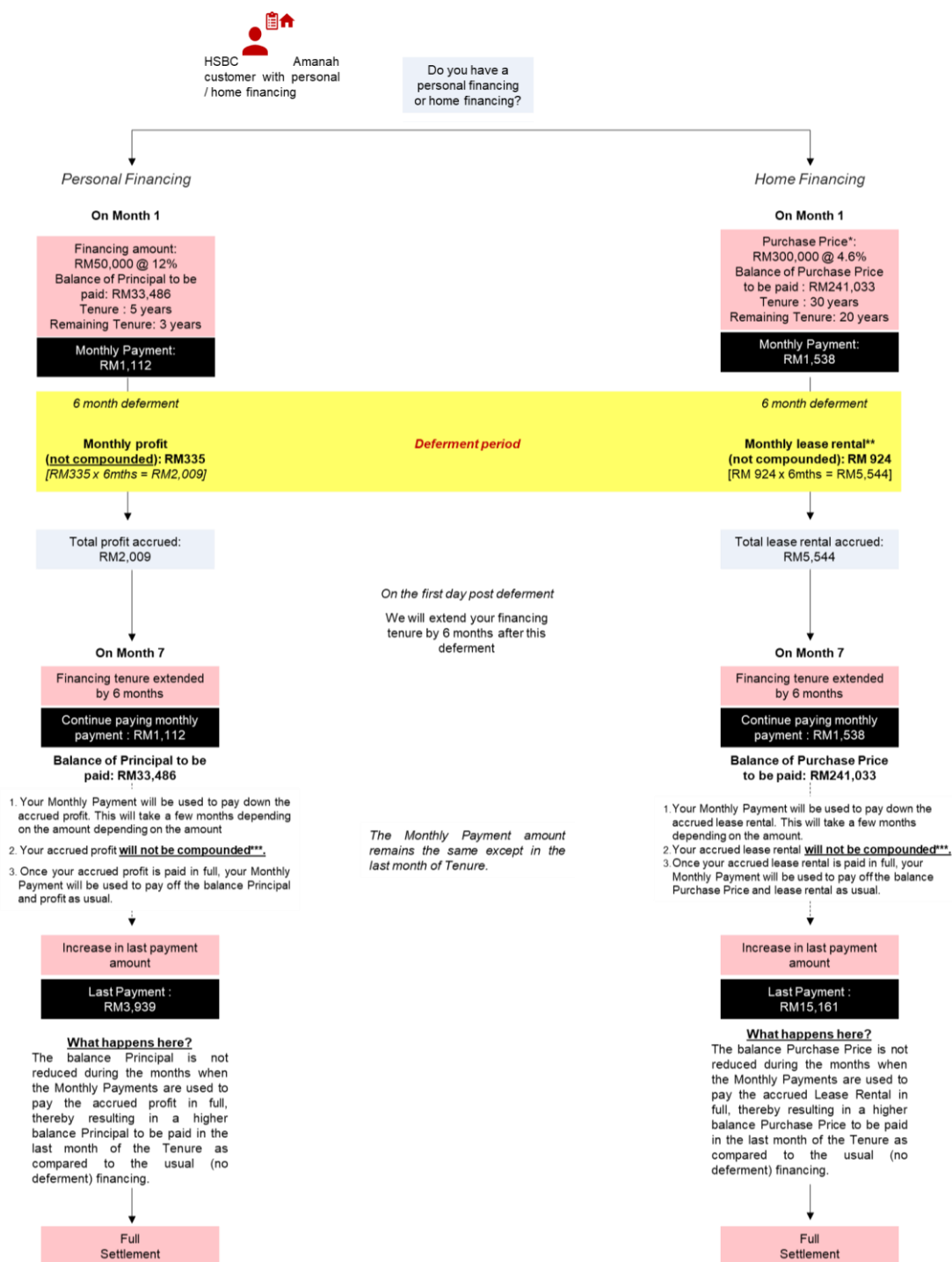


* To allow one month lead time to add the total accrued interest into the Remaining Principal amount.

Important Notes:

1. These conceptual illustrations only differ by HSBC Bank and Amanah practices – they do not differ according to the products you hold.
2. The amounts used are illustrative only and will differ according to each individual.
3. The assumption used in these illustrations is of an individual who has paid off the first 10 years of their loan / financing.
4. Interest rate of 3.7% used in this illustration is subject to change based on Base Rate.
5. In the event there is change in the Base Rate (BR)/ Base Lending Rate (BLR)/ Base Financing Rate (BFR) during/after the deferment period, your monthly repayment amount will be recomputed and communicated to you (based on your product holdings).

For HSBC Amanah Personal Financing & HSBC Amanah Home Financing



*Purchase Price is the Shariah term for Home Financing principal amount

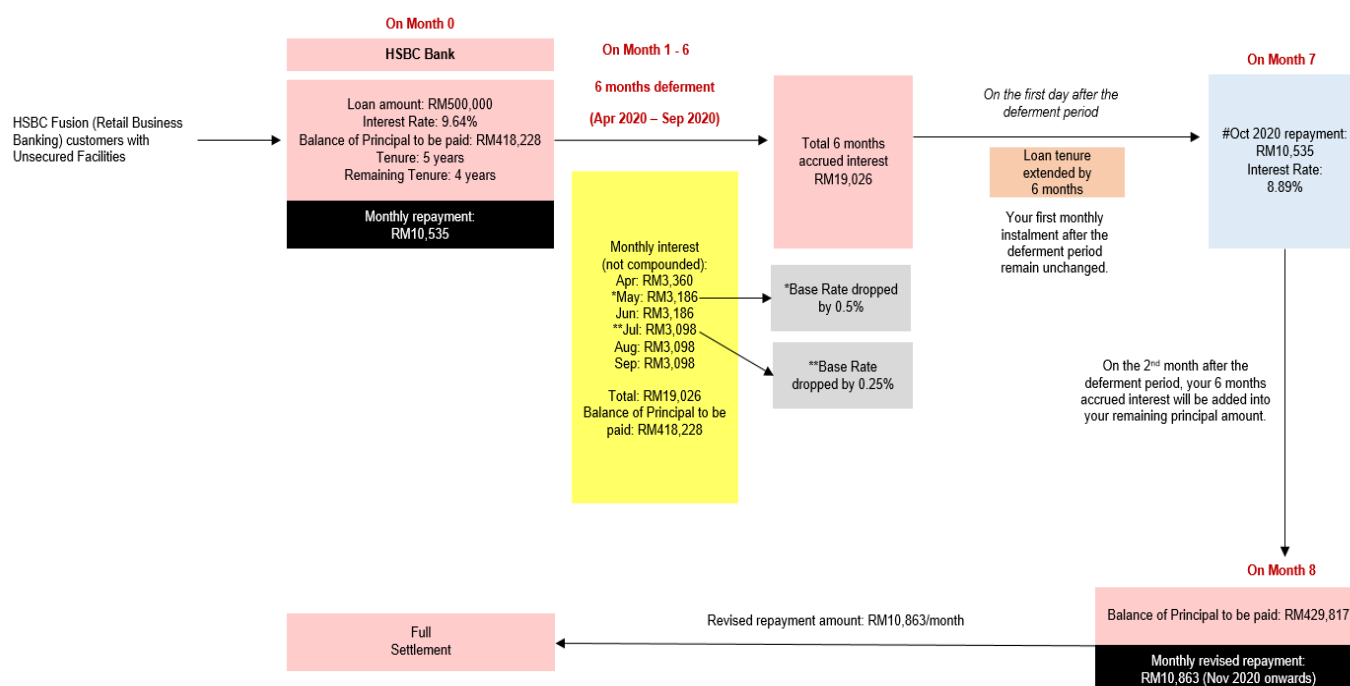
**Lease rental is the Shariah term for Home Financing profit rate

***Not compounded means that the Bank will not charge you any profit on your monthly profit

Important Notes:

1. These conceptual illustrations only differ by HSBC Bank and Amanah practices – they do not differ according to the products you hold
2. The amounts used are illustrative and will differ according to each individual
3. The assumption used in these illustrations is of an individual who has paid off the first year of their loan / financing
4. Profit Rate / Lease Rental of 4.6% used in this illustration is subject to change based on Base Rate (Not applicable for Personal Financing)

For HSBC Fusion (Retail Business Banking) customers with Unsecured Facilities (Working Capital)

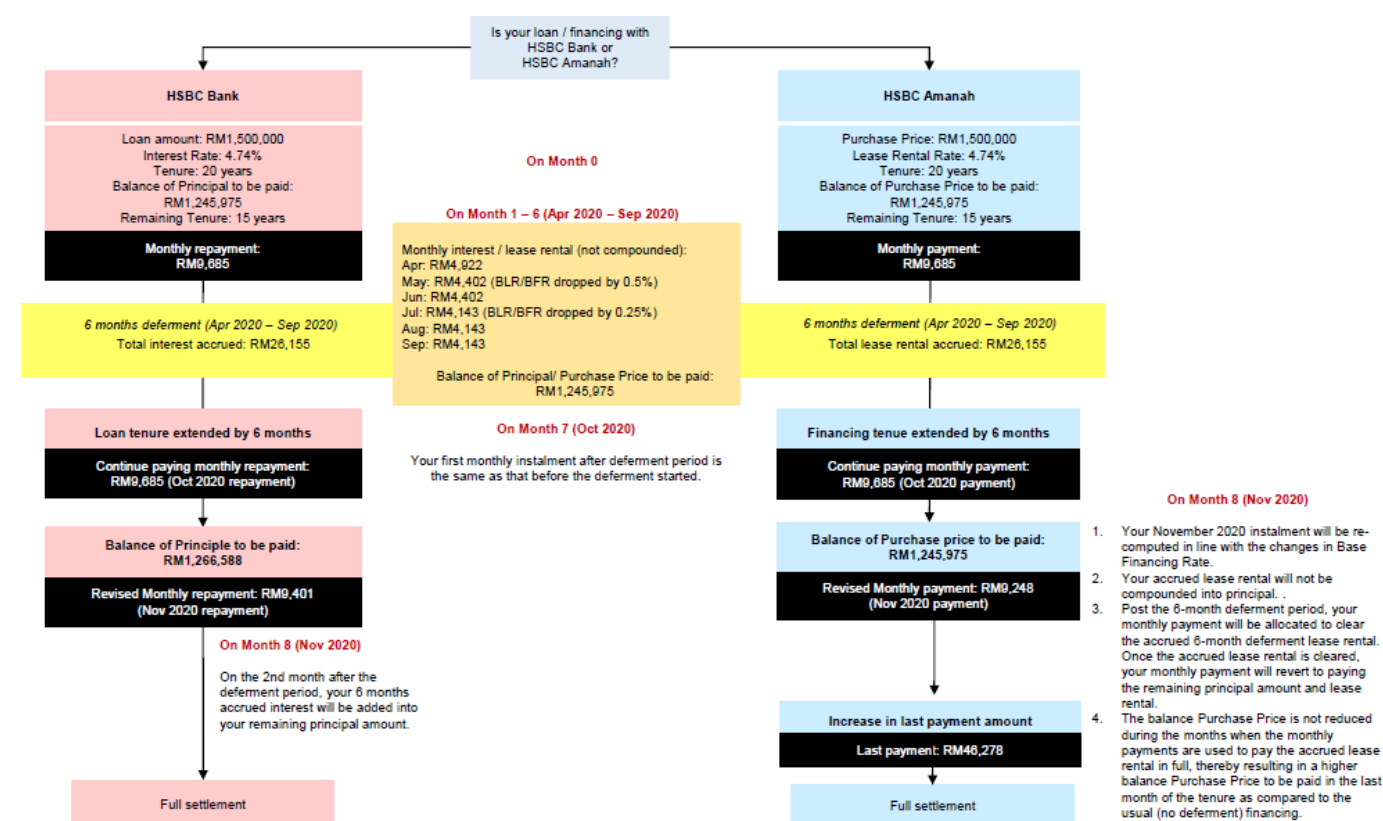


#To allow one month lead time to add the total accrued interest into the Remaining Principal amount

Important Notes:

1. These conceptual illustrations only differ by HSBC Bank and Amanah practices – they do not differ according to the products you hold.
2. The assumption used in these illustrations is that the customer has paid off the first year of their loan / financing.
3. The amounts used are illustrative and will differ according to each customer.
4. Interest rate of 9.64% used in this illustration is subject to change based on Base Rate ((BR).
5. In the event there is change in Base Rate (BR) / Base Lending Rate (BLR) / Base Financing Rate (BFR) during/after the deferment period, your monthly repayment amount will be recomputed and communicated to you (based on your product holdings).

For HSBC Fusion (Retail Business Banking) customers with Secured Facility (Property Financing)



Important Notes:

- These conceptual illustrations only differ by HSBC Bank and Amanah practices – they do not differ according to the products you hold.
- The assumption used in these illustrations is that the customer has paid off the fifth year of their loan / financing.
- The amounts used are illustrative and will differ according to each customer.
- Interest Rate / Lease rental of 4.74% used in this illustration is subject to change based on Base Lending Rate (BLR) / Base Financing Rate (BFR).
- "Not compounded" means that the Bank will not charge you any interest / profit on your monthly interest / profit.
- In the event there is change in the Base Rate (BR) / Base Lending Rate (BLR) / Base Financing Rate (BFR) during/after the deferment period, your monthly repayment/payment amount will be recomputed and communicated to you (based on your product holdings).

Questions on the Opt-out Process

31. If I DO NOT WANT to take up this automatic deferment, what should I do?
- OR
- How do I opt out of this automatic deferment?
- You can choose to opt out by replying to the SMS notifications sent by HSBC and respond by 10 April 2020.
- OR
- You can also send us an SMS with the KEYWORD of the product type below:
- | <u>Product Type</u> | <u>Keyword</u> |
|--|----------------|
| For Personal Financing-i | PL |
| For Mortgage - Conventional | MGC |
| For Mortgage – Amanah | MGA |
| For Other Loan | LN |
| For Retail Business Banking Term Loan | RBB |
| For Retail Business Banking Term Financing-i | RBA |
- Type **<KEYWORD>** and send to 63839
- Note: Please send a separate SMS for each product type you wish to opt-out.
- Opt-out by SMS is only available for customers with a valid Malaysian mobile number as maintained with HSBC Malaysia’s records.** For customers with an overseas mobile number, please request via our online forms below.
- OR
- You can also opt-out by submitting our online forms:
- [For Individual Loans/Financing](#)
- [For Retail Banking Business Banking Products](#)
32. I have multiple loans/financing with HSBC. Will I receive multiple opt-out SMS?
- OR
- You can also opt-out by submitting our online forms:
- [For Individual Loans/Financing](#)
- [For Retail Banking Business Banking Products](#)
33. I’m eligible and I have multiple HSBC loans/financing, but I only want the automatic deferment to be applied to some of them.
- Yes. You will need to reply to each SMS by 10 April 2020, if you choose to opt out from each/any product.
- OR
- You can also opt-out by submitting our online forms:
- [For Individual Loans/Financing](#)
- [For Retail Banking Business Banking Products](#)
- Yes, you may. However, this is only applicable if you have two different products with us. For example, if you have a personal financing and a home loan, you may choose to defer payments for one and not the other. If you have two personal financing products, and if you choose to defer just one, the other one will be deferred as well.

34. Can I still ask for the deferment after I chose to opt-out?

Yes, you may. Please submit the [online application form](#) to request for the deferment. The deferment will not be automatic, and is subject to the Bank's assessment and approval.

Please submit the [online application form](#) at least 14 days before your next instalment due date for the deferment to be effective in the same month upon approval.

You will receive an SMS confirmation upon approval, and the deferment will be effective starting from the next instalment date.

The deferment period will be 6 months starting from your effective date.

Please note that your loan/financing tenure will not be extended and you will be required to pay a **higher monthly instalment amount and a higher final amount at the maturity** resulting from the 6-month deferment period. The monthly instalment and final amounts will depend on your outstanding amount, remaining tenure, and interest/profit/lease rental rate of the loan/financing. You should consider this based on your financial situation and priorities and assess whether do you really need this relief during this time as you will end up having to pay more for your loan/ financing, which will happen when one participates in the deferment programme.

To opt-out after 10 April 2020, please submit via our [Online Forms](#).

Please note that the Opt-out option is only available for accounts that are not in arrears as at 1 April 2020.

Upon successful opt-out, you will receive an SMS on your registered mobile number with HSBC on your next Instalment Due Date.

Your monthly instalment will re-commence on the due dates as reflected in the table below together with the number of instalments due:

Opt Out Request as received by HSBC	Next Instalment Due Date By	No of Instalments Due
11 April - 25 April 2020	30 April 2020	1
26 April – 31 May 2020*	11 - 30 June 2020	3
1 June – 30 June 2020	20 July 2020	4
1 July – 31 July 2020	20 Aug 2020	5
1 August – 5 September 2020	21 Sep 2020	6

35. Can I opt-out after 10 April 2020?

If you are unable to pay the full amount due after opting out, the amount in arrears will incur late payment charges and there will be negative implications to your CCRIS record.

Subsequent Instalment Due Date will revert to your account(s) original Due Date prior to the deferment period.

***Customers who chose to opt out before 31 May 2020:** For accounts with original Instalment Due Dates before/on the 11th of each month, the next instalment will be due on 11 June 2020, while for accounts with original Instalment Due Dates after the 11th of each month, the next instalment will be due on your usual Due Date (e.g. if your due date is on the 15th of each month then the total amount will be due on 15th June 2020).

Questions on Payments

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| 36. | I did not opt out. What will happen if I continue to make payment to my loan/financing accounts during the deferment period? | <p>The amount will be taken as Advance Payment, and the payments will be used to offset your payments after the deferment period.</p> <p>Please be aware that advance payments cannot be refunded.</p> |
| 37. | Can I continue paying for my flexi loan/financing during the deferment period? | <p>Yes, you can. If you have not opted out of the deferment, the amount transferred into the flexi loan/financing account will offset against your outstanding balance and lower the amount of interest/profit/lease rental accrued.</p> |
| 38. | I currently have a flexi loan/financing which I do not owe any outstanding payment. Will my limit be reduced accordingly due to the 6 month deferment? | <p>If you do not opt out of the automatic deferment scheme, your limit will not be reduced during the deferment period. Depending on the amount you continue to bank in, the interest/profit/lease rental will be calculated based on the net outstanding balance.</p> |
| 39. | <p>What will happen to my existing HSBC Standing Instruction (SI) during this 6-month deferment period?</p> <p>Or</p> <p>Do I need to cancel my HSBC SI?</p> <p>Or</p> <p>What should I do if the payment for my loan / financing is through a scheduled Standing Instruction that I set up in HSBC Online?</p> | <p>If you did not opt out of the deferment, your SI for your loans/financing signed up with HSBC will be automatically suspended throughout the deferment period. It will resume on 1 October 2020 onwards.</p> <p>However, for flexi loans/financing, we will not be suspending your SI. The payment will continue to flow into the account however will not be used for payment as there is no outstanding. This is because for a flexi loan/financing you may choose to withdraw the amount credited.</p> <p>If you would like to suspend your HSBC SI to your flexi loan/financing, please call our Contact Centre at 1300-88-1388 to give instructions.</p> |
| 40. | I have a SI from another bank to pay for my HSBC loan/financing, do I have to do anything to stop it? | <p>Yes, please contact the other bank to stop or suspend the SI as we will not be able to instruct them on your behalf.</p> <p>Please be reminded that you are to maintain or reinstate the SI with the other bank by October 2020, to ensure payment to the loan/financing is not interrupted after the deferment period.</p> |
| 41. | What will happen if my SI is not stopped/suspended during this 6-month deferment period? | <p>For flexi loans/financing, SI will not be suspended (refer to Q.28). This is because for a flexi loan/financing you may choose to withdraw the amount credited.</p> <p>For other accounts, the amount will be taken as Advance Payment, and the payment will be used to offset your payments after the deferment period.</p> <p>Please be aware that advance payments cannot be refunded. We encourage all our customers to review all their SI with HSBC and/or with their other banks.</p> |

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| 42. | What do I do with the standing instruction (SI) from my salary for the payment of my account? | If you have a loan/financing which is automatically deducted from your salary, you need to inform your company to stop the salary deduction for the 6-month deferment period. |
| 43. | I have a Standing Instruction (SI) from my HSBC account to another bank for my loans/financing. Do I need to cancel/suspend it? | Yes. You would have to inform us to cancel/suspend your Standing Instructions (SI) to other banks. |
| 44. | I am serving my loan/financing thru my EPF monthly withdrawal and I did not opt out of the deferment. What do I do with my EPF proceeds? Can I credit into the account or should I notify KWSP? | Yes, please contact EPF/KWSP to stop or suspend the SI as we will not be able to instruct them on your behalf.
Please be reminded that you are to maintain the SI by October 2020, to ensure payment to the loan/financing is not interrupted after the deferment period. |
| 45. | Can I withdraw from my EPF to pay for my loans/financing? | Yes, you can, as per EPF's statutory guidelines. |

Questions on Applications for the Previous HSBC Liquidity Relief Offers

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| 46. | What will happen to the application for liquidity relief which I have put in to HSBC earlier?
Or
I have just recently applied for HSBC own liquidity relief packages, will I be eligible for this deferment instead? | For customers that have recently applied for our earlier HSBC liquidity relief packages, the measures announced by BNM will supersede the current offers effective 1 April 2020.
Your previous application will automatically be converted to this package as long as your loans/financing accounts qualify (i.e. Did not exceed 90 days in arrears as at 1 April 2020). |
| 47. | What if I have already defaulted a few months earlier – am I still eligible? | Yes. As long as your arrears are less than 90 days as at 1 April 2020.
Loans/financing accounts that are already more than 90days in arrears will not qualify for the automatic deferment announced by BNM.
However, HSBC has existing treatment programmes based on eligibility (i.e. R&R, payment arrangement) which can be discussed further with our Collections department. You may call our Collections Inbound teams at 03-2690 9999 for Cards / Financing and 03-8894 1955 for Mortgage. |

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| 48. | Do I need to submit any documents?
Or
Do I still need to submit any documents which your staff told me to earlier? | No, you will not be required to submit any documents.
The bank will automatically complete the process for you. |
| 49. | How do I reach out to HSBC if I have further queries? | You may contact us at 03-8321 8866, Monday to Friday, 9am to 6pm. |

We are constantly updating our FAQs, please check back here as we add on more answers to the questions that you might have. Thank you.