

FAQs on our Additional Deferment Programme 2 /Payment Reduction Programme 2 for B40/M40 Retail Customers/Individuals and Retail Business Banking Loans/Financing Customers

(Following the Budget 2021 speech by the Minister of Finance on 6 November 2020)

- Who is eligible for this programme?

The programme provides additional assistance to our customers who are:

 - **Category 1:**
Customers who are categorized as B40 individuals and who are recipients or their spouses are recipients of Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR);
B40 individuals are categorized as individuals earning less than RM2,000 in single monthly income or less than RM4,000 in combined household monthly income.
 - **Category 2:**
M40 customers who are registered in the Bantuan Prihatin Nasional (BPN) database;
M40 individuals are categorized as individuals with either single monthly income RM2,001 to RM4,000 or combined household monthly income of RM4,001 to RM8,000.
 - **Category 3:**
Microenterprises (with facilities of up to RM150,000), as defined by SME Corp.
Microenterprises as defined by SME CORP are business entities with Sales turnover of less than RM300,000; or less than 5 full-time employees.
- What assistance am I eligible for?

 - **Category 1:**
Customers who are categorized as B40 individuals and who are recipients or their spouses are recipients of Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR); can request for either:
 - 3-month payment relief/deferment; or
 - Up to 50% reduction of monthly payments for 6 months.

The assistance will be extended for facilities approved before 1 October 2020 which are not in arrears for more than 90 days at the time the customer requests for assistance.

B40 customers who were previously part of our HSBC Targeted Assistance Programme or are currently in the programme and wish to request for further assistance under the additional measures may also apply for the above.

This additional assistance will be available to eligible customers between 23 November 2020 and 30 June 2021.

The financial assistance programme is not automatic and is by application only, subject to the bank's review and approval.

	<ul style="list-style-type: none"> ▪ Category 2: <p>As an additional measure to assist our M40 customers (registered in the BPN database), HSBC is simplifying the process to apply for up to 50% reduction of monthly payments for six (6) months.</p> <p>M40 customers registered in the BPN database can now apply for the above with only a self-declaration on their reduced salary/combined household income without any additional documents.</p> <p>However, the Bank reserves the right to request for supporting documents (pay slips, bank statements) for post hoc verification/validation purposes if needed.</p> <ul style="list-style-type: none"> ▪ Category 3: <p>Microenterprises (with facilities of up to RM150,000), as defined by SME Corp; can request for either:</p> <ul style="list-style-type: none"> ▪ 3-month payment relief/deferment; or ▪ Up to 50% reduction of monthly payments for 6 months. <p>The assistance will be extended for facilities approved before 1 October 2020 which are not in arrears for more than 90 days at the time the customer requests for assistance.</p> <p>Eligible microenterprise customers who were previously part of our financial assistance programme or are currently in the programme and wish to request for further assistance under the additional measures may also apply for the above.</p> <p>This additional assistance will be available to eligible customers between 23 November 2020 and 30 June 2021.</p> <p>The financial assistance programme is not automatic and is by application only, subject to the bank's review and approval.</p>
<p>3. How do I find out if I'm registered for Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR)/Bantuan Prihatin Nasional (BPN)?</p>	<p>You may check your status here using the BSH or BPN portals:</p> <ul style="list-style-type: none"> ▪ https://bsh.hasil.gov.my ▪ https://bpn.hasil.gov.my
<p>4. With this programme, will I have to pay more or incur further interest/profit/lease rental?</p>	<p>The total amount payable for your loans/financing will be higher if you choose to continue with any of the options in the programme. 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 to apply for the financial assistance.</p>
<p>5. How do I participate in the programme? OR How do I apply?</p>	<p>Customers may apply for the assistance by submitting their application using our online application form here.</p> <p>The programme is not automatic and is by application only, subject to the bank's review and approval.</p> <p>Please read and agree to our HSBC Malaysia/ HSBC Amanah/ HSBC Malaysia RBB/ HSBC Amanah RBB Additional Deferment Programme 2/Payment Reduction Programme 2 Terms before submitting your request.</p> <p>By submitting your application for Additional Deferment Programme 2/ Payment Reduction Programme 2, you are deemed to have read and</p>

agreed to the Terms and Conditions applicable to you, and you confirm that you are eligible for the programme.

Please submit your request online and our team will review and respond via SMS/email confirmation within by the next working day (for B40 customers/eligible Microenterprises) and 5 days (for M40 customers).

6. I am a B40 customer but I am not registered with Bantuan Sara Hidup (BSH)/Bantuan Prihatin Rakyat (BPR), can I still apply for this Programme?

This programme is only available for B40 customers who are already registered in BSH/BPR OR if their spouse is registered in BSH/BPR.

If you need financial assistance, please visit our [HSBC website](#) for more information on our current HSBC Targeted Assistance Programme.

7. I am a B40 customer registered with BSH/BPR, or eligible microenterprise currently on HSBC Targeted Assistance Programme, can I still apply for this Programme?

Yes, as long as you are a B40 customer registered with BSH/BPR or an eligible microenterprise.

If you are currently on any temporary financial relief or targeted assistance programme with us, the existing temporary financial relief or targeted assistance programme will be cancelled prior to the **Additional Deferment Programme 2 / Payment Reduction Programme 2** taking effect.

If you are already on an existing payment reduction programme, any request for further revision to your monthly instalment amount if approved by us will apply to your remaining payment reduction period.

We encourage our customers to get in touch with us for a sustainable repayment/payment assistance plan for the period beyond this assistance including addressing any outstanding payments in arrears.

8. I am a B40 customer registered with BSH/BPR, or eligible microenterprise and my Targeted Assistance Programme/Financial Assistance will end in December 2020. Can I still apply for the programme by 30 June 2021?

For Individual/Retail customers

Yes, as long as:

- You are a B40 customer registered with BSH/BPR or your spouse is registered with BSH/BPR.
- Your loan/financing was approved before 1 October 2020 and is not in arrears for more than 90 days at the time you apply for the programme.

If you do not fulfil the above definition, please visit our HSBC website for more information on our current [HSBC Targeted Assistance Programme](#) or existing [Financial Assistance Programmes](#).

For HSBC Retail Business Banking customers

Yes, as long as:

- You are a microenterprise with each facility approved amount of up to RM150,000; and
- Your loan/financing was approved before 1 October 2020 and is not in arrears for more than 90 days at the time you apply for the programme.

If you do not fulfil the microenterprise definition as above, but you need further financial assistance, please email defer-assist-rblending@hsbc.com.my. Our team will get in touch with you on your available options within 3 business days. Alternatively, you may also contact your Relationship Manager for further assistance.

We encourage our customers to get in touch with us for a sustainable repayment/payment assistance plan for the period beyond this assistance including addressing any outstanding payments in arrears.

9.	I'm an M40 customer registered in the Bantuan Prihatin Nasional (BPN) database.	Yes, if you have suffered loss of employment (anytime from 1 January 2020 till 31 December 2020), you may apply for 3 months' deferment under our existing HSBC Targeted Assistance Programme.
	Can I apply for 3 months' deferment on my loans/financing?	Please visit our HSBC website for more information.
10.	I'm an M40 customer registered in the Bantuan Prihatin Nasional (BPN) database.	Yes, as long as you apply by 31 December 2020.
	I'm currently on a 3 months deferment. Can I still apply for this 6 months reduction of monthly payments?	If you apply for this 6-month payment reduction programme, once approved, your existing 3 months' deferment programme will be cancelled immediately prior to the Payment Reduction 2 taking effect.
		We encourage our customers to get in touch with us for a sustainable repayment/payment assistance plan for the period beyond this assistance including addressing any outstanding payments in arrears.
11.	I'm an M40 customer but I'm not registered in the Bantuan Prihatin Nasional (BPN) database, can I still apply?	The simplified process for M40 customers are only applicable to M40 customers who are registered with BPN.
		If you need financial assistance, please visit our HSBC website for more information on our current HSBC Targeted Assistance Programme.
12.	Will I incur any fees for applying to this targeted assistance programme?	No. The bank will not be imposing any fees or charges for this programme.
13.	What will happen to my credit-related insurance/takaful coverage?	As a result of the additional deferment on financing payments, the original terms of credit-related insurance/takaful for your financing may be insufficient to cover the revised payment schedules. Hence, you may face material consequential protection gaps on your insurance/takaful coverage resulting from deferment and targeted assistance programme.

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.