

No.	Question	Answer
1	What is the moratorium assistance provided under Pakej Perlindungan Rakyat dan Pemulihan Ekonomi (PEMULIH) that was announced recently?	As announced by YAB Prime Minister in <i>Pakej Perlindungan Rakyat dan Pemulihan Ekonomi</i> (PEMULIH) on 28 June 2021, the moratorium programme is introduced to assist customers who are adversely affected by the COVID-19 pandemic.
2	Who are eligible to apply for PEMULIH Repayment Assistance (PRA)?	Individual customers from all categories (B40, M40 and T20) are eligible to apply for the programme.
3	Is this an automatic payment assistance programme?	No, customers will have to apply to be under this programme.
4	What are the pre-requisites required to apply for PRA?	Pre-requisites requirements for PRA are as below: <ul style="list-style-type: none"> a) The approval date for the customer's financing account is on or before 30 June 2021; b) The customer's financing account is not in arrears exceeding 90 days and not classified as non-performing financing at the date of receiving the complete application; c) The customer is not declared as bankrupt.
5	What are the packages offered under the PRA?	Packages offered (subject to the requirements stipulated in the previous question) are as below: <ul style="list-style-type: none"> a) Deferment of financing payment for six (6) months; or b) Reduction of monthly instalment payment by 50% for six (6) months.

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6	When can customers apply for PRA?	Customers can apply for the PRA effective 7 July 2021.
7	Can customers under the current payment assistance programme apply for PRA?	Yes, customers under the current payment assistance programme are also eligible to apply.
8	What must be done by the customers under the current payment assistance programme upon opting to apply for PRA?	<p>Customers can choose to either:</p> <ul style="list-style-type: none"> a) Apply PRA immediately (from 7 July 2020) or; b) Apply before the end of the current programme. <p><i>Note: The current programme will be deemed void if the application is made immediately.</i></p>
9	What is the type of financing facilities eligible for this application?	<p>Financing facilities eligible for applications are as below:</p> <ul style="list-style-type: none"> a) House financing (individual/joint-financing) b) Personal financing c) Vehicle financing d) Credit Card-i (after the conversion of outstanding balance into an instalment plan)
10	Are the accounts under The Credit Counselling and Debt Management Agency (AKPK) programme eligible for PRA?	<p>No, kindly refer to AKPK for further information.</p> <p>However, consideration can be made for customers under the AKPK programme, in which payment is made directly to Bank Islam. Customers are advised to contact Bank Islam for more information.</p>

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11	What are the documents required to apply?	No document is required. Customers only need to apply to participate in this programme.
12	What are the other assistances provided if customers DO NOT fulfil the criteria for PRA?	Customers may apply for the Rescheduling and Restructuring package. Please refer to the Frequently Asked Question on Bank Islam's website, www.bankislam.com for details. Alternatively, customers may also opt for AKPK's assistance by contacting 03-26167766 for further information.
13	How to apply for PRA?	Customers may apply via Bank Islam's website at https://www.bankislam.com/corporate-info/covid-19-support-and-assistance/information-for-customers/ .
14	When will customers be notified of the confirmation of their application?	Confirmation of the application will be made immediately after the application is received by the Bank.
15	How will the Bank notify customers of the status of their application?	Customers will be notified on their application's status through email. Please ensure that an accurate email address is given when applying and the registered email's inbox (including junk mail's inbox) is checked for the status of application.
16	How long does it take for customers to know the outcome of their application?	The Bank will inform the customers on the outcome within two (2) calendar days or a maximum of five (5) calendar days.

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17	When is the effective date of the approved programme (PRA)?	Customers may choose the effective date of the programme to be enforced either immediately or on the following month (if the application is made in July 2021). For applications made after July 2021, the effective date will be enforced on the following month.
18	When will the account be updated with the new financing terms?	The new financing terms will be updated within 14 working days from the date of the notification letter.
19	If a customer opts for PRA, will their record at Bank Negara Malaysia's Central Credit Reference Information System (CCRIS) be affected?	The customer's financing account WILL NOT be classified as a rescheduled financing account in Bank Negara's Central Credit Reference Information System (CCRIS) record.
20	How about customers who make monthly automatic salary deductions for their financing payments?	Customers will need to contact their respective employer to update or suspend the amount of their monthly salary deduction and its effective date.
21	How about customers who have Standing Instruction for their financing payment?	Once approved, the Bank will update the new payment amount and the date for the Standing Instruction deduction if the Standing Instruction is made from Bank Islam's savings or current account. For Standing Instruction from other bank, customers will need to update the latest amount with the relevant bank.
22	Do customers need to continue their financing payment's instalment prior to the approval of their application?	Yes, current financing instalment must continue to be made until the approved new effective date.

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23	What are the impacts to the outstanding financing amount if customers opt for PRA?	<p>The outstanding financing amount for customers who opt for PRA will reduce at a slower rate and possibly cause:</p> <ul style="list-style-type: none"> a) An increase in total payment amount during financing tenure and total financing cost; and/or b) Accumulated payment amount for the final financing instalment; and/or c) Profit will continue to accrue on the financing payment that has been deferred of which, customers need to pay in the future. However, the profit will not be compounded. <p>Below is an example of the impact on customer's outstanding financing amount:</p> <table border="1"> <tbody> <tr> <td>Total Financing: RM40,000</td> <td>Sale Price: RM57,096</td> </tr> <tr> <td>Effective Profit Rate: 5.28%</td> <td>Ceiling Profit Rate: 15.00%</td> </tr> <tr> <td>Tenure of Financing: 60 months</td> <td>Monthly Instalment: RM759.99</td> </tr> </tbody> </table>	Total Financing: RM40,000	Sale Price: RM57,096	Effective Profit Rate: 5.28%	Ceiling Profit Rate: 15.00%	Tenure of Financing: 60 months	Monthly Instalment: RM759.99
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24	Will the Bank extend the maturity period of a customer's financing?	Any extension to the maturity period of the financing account is subject to the arrangement of payment stipulated.		
25	For financing account under Takaful coverage, will the coverage period be adjusted according to the extension of financing's tenure?	No, the Bank will not extend the Takaful coverage period due to the extension of financing tenure.		

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26	What should customers do when their financial position improve during the programme?	Customers are advised to contact the Bank if their financial position improve during the period to re-adjust their financing terms, including reverting to the original financing instalment.
27	What should customers do if they are still having financial difficulties after the programme ends?	Customers are advised to contact the Bank to further discuss on financial assistance solutions. Please call our Contact Centre at 03-26 900 900.

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