

FAQ:
AFFIN-Community Banking
Rescheduled Payment Programme (RPP) for Individual and Non-Individual

RESCHEDULED PAYMENT PROGRAMME (RPP) FOR INDIVIDUAL AND NON-INDIVIDUAL		
General Queries		
No	Question	Answer
1.	What is Rescheduled Payment Programme (RPP)?	<p>a) Affin Bank Berhad and Affin Islamic Bank Berhad (collectively known as the “Bank”) has developed the RPP programme to assist in alleviating the financial difficulties faced by existing borrower/customer by providing option to overcome the financial burden.</p> <p>b) This programme is also catered to customers who have financial difficulties and opt to retain monthly installments for the remaining existing financing tenure.</p> <p>Note: Application for this RPP program is subject to the Bank’s approval.</p>
2.	What is the loan/financing option under this RPP?	<p>There are three (3) options available for loan/financing as follows:</p> <p>a) Rescheduling and Restructuring (R&R) of loan/financing facility with the following options:</p> <ul style="list-style-type: none"> i. Non-step up scheme with or without extension of loan/financing tenure; or ii. Step up scheme* up to the first two (2) years with or without extension of loan/financing tenure. <p>b) Retain of original instalment (for variable rate product only) with the following options:</p> <ul style="list-style-type: none"> i. Financing tenure to be extended accordingly ii. No extension of financing tenure <p>c) Enroll to AKPK Programme</p> <p>Note:</p> <ul style="list-style-type: none"> i. Rescheduling and Restructuring (R&R) is not applicable for facility(ies) under progressive release for property under construction. ii. For Islamic financing, the step-up is subject to not exceeding the Ceiling Profit/Ijarah Rate. iii. The above selection of programme will take effect upon acceptance of Supplementary Agreement/Letter of Variation/Letter of Acceptance <p><i>*Step up payment scheme is an increased structure where you will make lower payments at the beginning of the loan/financing for a specified period. The payment amount will be increasing over the period of your loan/financing.</i></p>

No	Question	Answer
3.	What are the eligibility criteria for this RPP?	<p><u>Individual</u></p> <ul style="list-style-type: none"> a) Existing customers with satisfactory record with the Bank and other financial institutions; b) Existing customers with financial difficulties; c) Existing customers with conduct of account not more than 90 days past due (DPD); d) With or without extension of tenure e) Loan/Financing denominated in Malaysian Ringgit; <p><u>Non-Individual</u></p> <ul style="list-style-type: none"> a) Existing customers with satisfactory record with the Bank and other financial institutions; b) Existing customers with financial difficulties; c) Existing customers with conduct of account not more than 90 days past due (DPD); d) With or without extension of tenure e) Loan/Financing denominated in Malaysian Ringgit; f) Business is still in operations (i.e. not closed down/wound-up) and is viable.
4.	What are the eligible facilities for this RPP?	<p>Both Conventional loans and Islamic financing are as follows:</p> <ul style="list-style-type: none"> a) Mortgage/Mortgage-i; b) Hire Purchase/Hire Purchase-i; c) Personal Financing-i, <small>Affin Bank Berhad</small> d) Education Financing-i; e) Credit Cards/Credit Card-i* <p>*For Credit Card/Credit Card-i, you may apply to convert your outstanding balances for Credit Card or principal amount of Credit Card-i into Term Loan/Financing up to maximum of five (5) years at a fixed rate of 13% per annum, subject to the Bank's discretion.</p>
5.	If I have more than one eligible facility, can I apply for all?	Yes.

No	Question	Answer
6.	How do I apply for this RPP?	<p>You may apply through the following channels:</p> <p>a) Complete the online form via the Bank's websites:</p> <ol style="list-style-type: none"> i. www.affinalways.com; ii. www.affingroup.com <p>b) Attach the required supporting document as per item 8.</p> <p>For enquiries, you may:</p> <p>a) Call our Contact Centre at 03-8230 2222 from Monday to Sunday between 8:00 a.m. to 12:00 a.m.;</p> <p>b) E-mail us at affinfair@affingroup.com;</p> <p>c) Visit the nearest AFFIN BANK/AFFIN ISLAMIC branches.</p>
7.	Will this RPP have any impact on my CCRIS record?	<p>RPP (inclusive of AKPK programme) may:</p> <p>a) affect your CCRIS records,</p> <p>b) affect your future new financing/loan application</p>
8.	Do I need to provide any document to support my RPP application?	<p><u>Individual</u></p> <ol style="list-style-type: none"> a) Latest CCRIS report and b) Any relevant documentary income evidence to support the request such as latest Salary Slip, or latest EPF Statement, or latest Bank Statement etc) <p><u>Non-individual</u></p> <ol style="list-style-type: none"> a) Latest CCRIS report and b) Latest three (3) months bank statements; or c) Interim Financial Statements/Management Accounts (optional for SME customers); or d) Any other relevant documentary income evidence to support the request. <p><u>Note:</u> Approved application can be cancelled/discontinued if any of the supporting documents/information submitted for the program are found to be false, inaccurate and/or misrepresented.</p>
9.	How long will it take for the Bank to notify me of the status of my RPP application?	<p><u>Individual</u></p> <p>Five (5) calendar days.</p> <p><u>Non-Individual</u></p> <p>Fourteen (14) calendar days.</p>
10.	How would the Bank notify me of the status of my RPP application?	<p>Status of the application will be notified by e-mail/SMS.</p>

No	Question	Answer
11.	Upon receiving feedback that my application has been approved, does this mean that the programme takes immediate effect?	The programme will take effect upon acceptance of Supplementary Agreement/Letter of Variation/Letter of Acceptance.
12.	How will my interest/profit charges be calculated?	The interest/profit charges will be calculated based on current contracted interest/profit rate. However, it may vary in the event of any changes in Base Rate (BR). For Islamic Financing, the changes will be subjected to not exceeding Ceiling Profit Rate (CPR).
13.	If I opted to retain the original instalment, what will be my retained instalment?	Your retained instalment refers to the installment due prior to the Overnight Policy Rate (OPR) change. Should there be any subsequent OPR changes within the agreed retainment financing tenure, the same instalment shall be retained accordingly.
14.	If I opted to retain my original instalment, what is the financial impact?	Please consider this option carefully as retaining the monthly instalment, and both either without or with extending the maturity date, you may incur higher overall financing costs. Should you opt to retain the instalment without extending the tenure, you will need to pay your final payment in bullet payment for outstanding at the end of the maturity date or upon settlement of your account.
15.	If I apply for RPP and opt-out mid-way, what is the financial impact?	If you opted-out from RPP, your instalment will be recomputed with the current OPR change and the tenure will be reverted to your original remaining payment tenure.
16.	If my loan/financing is still under progressive release, may I request for lower progressive payment?	No. You need to service the monthly progressive payment accordingly.
17.	If my loan/financing has been fully released recently and I am facing difficulty to service my installment, may I request for lower instalment?	Yes, you may apply for Restructured & Rescheduled programme.
18.	If my loan/financing is currently under R&R or AKPK, may I allowed to continue servicing my current instalment as per R&R variation agreement/AKPK DMP agreement?	Yes, as per term stated in your R&R variation agreement/AKPK Debt Management Programme agreement.
19.	My loan/financing has been approved under this RPP. What if I wish to exit this program mid-way?	If you wish to opt out from this RPP, please: a) Email us at affinfair@affingroup.com ; or b) Call our Contact Centre at 03-8230 2222 from Monday to Sunday between 8:00 a.m. to 12:00 a.m.

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20.	What is the impact of this RPP to my insurance/takaful coverage?	Your insurance/takaful may be insufficient to cover the revised schedule. You are advised to review your credit-related insurance / takaful coverage and engage with your insurance/takaful provider to ensure that your financing facility is adequately protected.												
21.	Do I need to execute any document?	Yes. Letter of Acceptance cum Letter of Variation / Supplemental Agreement need to be executed and accepted by both the borrower/customer and the guarantor (if any). <u>Note:</u> RPP will take effect upon acceptance of Supplementary Agreement/Letter of Variation/Letter of Acceptance.												
22.	How long is the extended tenure?	<p><u>Program Option : Rescheduling and Restructuring (R&R)</u></p> <table border="1"> <thead> <tr> <th>Product</th> <th>Extension of tenure</th> <th>Remarks</th> </tr> </thead> <tbody> <tr> <td>Mortgage/Mortgage-i/ASB/Education Financing-i</td> <td>Up to two (2) years from the original remaining tenure.</td> <td>Subject to maximum customer's age of 70 years.</td> </tr> <tr> <td>Personal Financing-i</td> <td>Up to the original remaining tenure.</td> <td>Subject to maximum customer's age of 70 years.</td> </tr> <tr> <td>Hire Purchase/Hire Purchase-i</td> <td>Up to two (2) years from the original remaining tenure.</td> <td>i. Subject to maximum customer's age of 70 years; and</td> </tr> </tbody> </table> <p>Any extension of tenure exceeding two (2) years will be considered upon your specific request.</p> <p><u>Programme Option : Retain of original instalment</u></p> <ol style="list-style-type: none"> For Mortgage /Mortgage-i and Education Financing-i, the extended tenure is only up to one (1) year. For Personal Financing-i, the extension tenure is NOT allowed. 	Product	Extension of tenure	Remarks	Mortgage/Mortgage-i/ASB/Education Financing-i	Up to two (2) years from the original remaining tenure.	Subject to maximum customer's age of 70 years.	Personal Financing-i	Up to the original remaining tenure.	Subject to maximum customer's age of 70 years.	Hire Purchase/Hire Purchase-i	Up to two (2) years from the original remaining tenure.	i. Subject to maximum customer's age of 70 years; and
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23.	Is there any revision of interest/profit rate for my extension of tenure?	Interest/profit rate will remain unchanged for extension of tenure up to two (2) years.												

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24.	What is the impact if I decided to extend my tenure up to two (2) years or more than two (2) years?	<p>Appended is the illustration to demonstrate and compare the impact of equal installment option on the overall tenure and total borrowing/financing cost fund.</p> <p><u>ILLUSTRATION: HIRE PURCHASE/HIRE PURCHASE-i & FIXED RATE LOAN/FINANCING</u></p> <p><u>Original Tenure</u></p> <table border="1" data-bbox="544 479 1410 797"> <tr> <td>Profit / Interest Rates</td> <td>2.40%</td> </tr> <tr> <td>Total Number of Instalment</td> <td>108</td> </tr> <tr> <td>Amount Finance</td> <td>RM110,000.00</td> </tr> <tr> <td>Total Amount of Pre-determined Terms Charges</td> <td>RM23,760.00</td> </tr> <tr> <td>Amount Payable Under this Agreement</td> <td>RM133,760.00</td> </tr> <tr> <td>Annual Percentage Rate</td> <td>4.46%</td> </tr> <tr> <td>Monthly Instalment</td> <td>RM1,239.00</td> </tr> <tr> <td>Final Instalment</td> <td>RM1,187.00</td> </tr> </table> <p><u>Rescheduled Terms-Extended Up to Two (2) Years</u></p> <p>Assumption:</p> <ol style="list-style-type: none"> 1) Loan/Financing has been serviced for two (2) years with remaining tenure of 84 months. 2) Extended for another two (2) years (24 months) <p style="text-align: center;"><i>Affin Bank Berhad</i></p> <table border="1" data-bbox="544 1093 1410 1411"> <tr> <td>Profit / Interest Rates</td> <td>2.40%</td> </tr> <tr> <td>Total Number of Instalment</td> <td>108</td> </tr> <tr> <td>Amount Finance</td> <td>RM 89,612.99</td> </tr> <tr> <td>Total Amount of Pre-determined Terms Charges</td> <td>RM 19,356.41</td> </tr> <tr> <td>Amount Payable Under this Agreement</td> <td>RM 108,969.40</td> </tr> <tr> <td>Annual Percentage Rate</td> <td>4.46%</td> </tr> <tr> <td>Monthly Instalment</td> <td>RM1,009.00</td> </tr> <tr> <td>Final Instalment</td> <td>RM1,006.40</td> </tr> </table> <p><u>Rescheduled Terms-Extended Up to three (3) Years</u></p> <p>Assumption:</p> <ol style="list-style-type: none"> 1) Loan/Financing has been serviced for two (2) years with remaining tenure of 84 months. 2) Extended for another three (3) years (36 months) <table border="1" data-bbox="544 1666 1410 1984"> <tr> <td>Profit / Interest Rates</td> <td>2.42%</td> </tr> <tr> <td>Total Number of Instalment</td> <td>120</td> </tr> <tr> <td>Amount Finance</td> <td>RM 89,612.99</td> </tr> <tr> <td>Total Amount of Pre-determined Terms Charges</td> <td>RM 21,686.34</td> </tr> <tr> <td>Amount Payable Under this Agreement</td> <td>RM 111,299.33</td> </tr> <tr> <td>Annual Percentage Rate</td> <td>4.47%</td> </tr> <tr> <td>Monthly Instalment</td> <td>RM928.00</td> </tr> <tr> <td>Final Instalment</td> <td>RM867.33</td> </tr> </table>	Profit / Interest Rates	2.40%	Total Number of Instalment	108	Amount Finance	RM110,000.00	Total Amount of Pre-determined Terms Charges	RM23,760.00	Amount Payable Under this Agreement	RM133,760.00	Annual Percentage Rate	4.46%	Monthly Instalment	RM1,239.00	Final Instalment	RM1,187.00	Profit / Interest Rates	2.40%	Total Number of Instalment	108	Amount Finance	RM 89,612.99	Total Amount of Pre-determined Terms Charges	RM 19,356.41	Amount Payable Under this Agreement	RM 108,969.40	Annual Percentage Rate	4.46%	Monthly Instalment	RM1,009.00	Final Instalment	RM1,006.40	Profit / Interest Rates	2.42%	Total Number of Instalment	120	Amount Finance	RM 89,612.99	Total Amount of Pre-determined Terms Charges	RM 21,686.34	Amount Payable Under this Agreement	RM 111,299.33	Annual Percentage Rate	4.47%	Monthly Instalment	RM928.00	Final Instalment	RM867.33
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25.	When and how will the documents be delivered to me for my execution/ sign-off?	You will be contacted by our R&R/AKPK team once the document is ready. Letter of Acceptance cum Supplemental Agreement/Letter of Variation will be sent via e-mail or you need to come to the nearest branches to execute the Supplemental Agreement/Letter of Variation.
26.	Can I review my payment/payment schedule once my financial circumstances improved?	Yes, you may contact us anytime in the future to review your payment/payment schedule when your financial circumstances improved.
27.	How can I contact the Bank to review my payment/payment schedule?	You may contact us via e-mail at affinair@affingroup.com
28.	What if my application is rejected?	<u>Individual & Microenterprise</u> You may refer to 'Agensi Kaunseling dan Pengurusan Kredit' (AKPK) for further assistance on your loan/financing re/ and receive relevant information on alternative solutions. You may visit AKPK website: www.akpk.org.my or contact AKPK at 03-26167766. <u>Small and medium-sized enterprises (SMEs)</u> You may refer to Small Debt Resolution Scheme (SDRS) for further assistance on your loan/financing re/ and receive relevant information on alternative solutions. You may visit AKPK website: https://www.akpk.org.my/sdrs or contact AKPK at 03-26167766.
29	How can I enroll for AKPK?	i. You may apply directly to AKPK via AKPK website www.akpk.org.my , or contact AKPK at 03-26167766. ii. You may also authorize the Bank to extend your name, identity card number, phone number, e-mail address, and type of financing with AFFIN to AKPK. Authorisation can be made via: i. e-mail to AKPK-AFFIN@affingroup.com ii. call to 03-8230 2828 You need to specify in the e-mail or through a phone call that you authorised the Bank to disclose the above information to AKPK.
30	What is the next process after I authorise the Bank?	Once the information in Q29 is received by AKPK, the AKPK counsellor will contact you to conduct a one-on-one counselling session and explain in detail about the programme within 7 days.