

**A. Remedial Programme for Individual & Micro, Small and Medium Enterprise (SME) AmBank Customers**

No.	Questions	Answers
1	What is the Remedial Programme all about?	<p>The Remedial Programme is a restructuring or rescheduling programme that is designed to help AmBank customers from the Individual &amp; Micro, Small and Medium Enterprises (SME) segments who are facing difficulties in servicing their payment obligations.</p> <p>The Remedial Programme provided by AmBank consists of:</p> <ol style="list-style-type: none"><li>1. Reduction in monthly instalment payment for 12 months<ol style="list-style-type: none"><li>a) Payment of 50% of the original monthly instalment amount for the first 6 months; and</li><li>b) Followed by payment of 75% of the original monthly instalment amount for the next 6 months.</li></ol></li></ol> <p><i>Note: Payment of 50% of the original monthly instalment amount is only applicable if the amount is sufficient to pay the monthly interest/profit. Otherwise, the payment will consist of item b) for 12 months.</i></p> <ol style="list-style-type: none"><li>2. Reduction of monthly instalment, with a fixed amount throughout the tenure, with/without:<ol style="list-style-type: none"><li>a) A reduction of interest/profit rate; or</li><li>b) An extension of loan/financing tenure</li></ol></li><li>3. Reduction of monthly instalment of up to 24 months, followed by step-up instalment with/without:<ol style="list-style-type: none"><li>a) A reduction of interest/profit rate; or</li><li>b) An extension of loan/financing tenure</li></ol></li><li>4. Conversion of Overdraft/Cashline to a Term Loan/Term Financing-i</li><li>5. Conversion of Credit Card to Term Loan/Term Financing-i</li></ol> <p><i>Note : The revised monthly payment may change if there is a change in the Base Rate (BR)/ Base Lending Rate (BLR)/ Base Financing Rate (BFR), which impacts variable rates loans/financing.</i></p>

**AmBank/ AmBank Islamic****Remedial Programme – Frequently Asked Questions**

<b>No.</b>	<b>Questions</b>	<b>Answers</b>
		<p>We do understand that these are still challenging times. AmBank is committed to provide you with the right assistance and support in meeting your payment obligations.</p> <p>However, in the event your financial status has improved, and you are capable to increase your monthly payments for your loan/financing, please contact us to revise the payment term.</p>
2	What loans/financing accounts are eligible under the Remedial Programme?	<p>Any of the following loans/financing facilities which as at the date of application by the customer, remain active are eligible for the Remedial Programme:</p> <p>Housing Loan/Financing Personal Loan/Financing-i (Exclude Government Civil Servant/Angkasa) Vehicle Loan/Financing Hire Purchase Loan/Financing Credit Card/Credit Card-i Term Loan/Financing-i secured by ASB/ASB2 Certificate Term Loan/Financing that has been converted from Credit Card/Credit Card-i balances SME Working Capital Term Loan/Financing SME Business Property Loan/Financing Overdraft/Cashline Facility-i</p>
4	When is the effective date?	The assistance is currently available for application by eligible customers.
5	How do I apply for the programme?	<p>All individuals and businesses in need of Remedial Programme may:</p> <ol style="list-style-type: none"><li>1. Submit your request on our website: <a href="http://ambank.com.my/RR">ambank.com.my/RR</a> ; OR</li><li>2. Call the following numbers:</li></ol>

**AmBank/ AmBank Islamic**

**Remedial Programme – Frequently Asked Questions**

No.	Questions	Answers
		<ul style="list-style-type: none"><li>• <b><u>Individual Customers</u></b>  03-20546688 (Operating hours: Monday to Thursday, from 8.45 a.m. to 5.45 p.m. and Friday, from 8.45 a.m. to 4.45 p.m., except Public Holiday)</li> <li>• <b><u>SME Customers</u></b>  You may contact your Relationship Manager</li></ul> <p>3. For cardholders of Credit Card/-i, you may submit your request via AmOnline app. Kindly refer to <a href="http://ambank.com.my/btl6">ambank.com.my/btl6</a> for more details.</p> <p>Note: For Hire Purchase Loan/Financing under the Hire Purchase Act and Fixed Rate Islamic Financing, a supplementary agreement will be sent detailing the relevant changes in your loan/financing for your acknowledgement. This acknowledgement is required for the Remedial Programme to take effect.</p>
6	What documents do I need to submit?	<p>The Bank will not require any documentation from customers to prove eligibility for application made on or before 31 December 2021.</p> <p>However, the Bank may request for supporting documents from you for post-validation purposes. The Bank has the right to rescind the application if the information given was not correct.</p> <p>For any application received on or after 1 January 2022 will require documentation from customers to prove eligibility for application.</p>
7	How long does it take for the application to be approved?	<p>The Remedial Programme will be provided to eligible customers upon submission of your request.</p>

**AmBank/ AmBank Islamic****Remedial Programme – Frequently Asked Questions**

<b>No.</b>	<b>Questions</b>	<b>Answers</b>
		If you are not qualified, the Bank will review your request, assess your situation and discuss on other possible solutions with you.
8	How and when do I know that my application is successful?	The Bank will notify you of the result of the application within 14 calendar days for Individual customer and SME.
9	If I am not eligible for any of the abovementioned packages, can I still apply for any other assistance programmes?	<p>For customers who are not eligible for any of the abovementioned packages, the Bank may provide other Assistance Programmes to suit your financial needs and circumstances in our efforts to help alleviate your burden, subject to our internal evaluation.</p> <p>The Bank may also refer you to Credit Counselling and Debt Management Agency (AKPK) for further financial advice on managing your debt.</p>
10	I have applied for the existing Payment Holiday. Can I still opt for this Remedial Programme?	Yes, the Bank can accommodate the request from you although you have already signed up for the existing Payment Holiday. Your new request will only take effect upon expiry of the current or existing assistance.
11	When must I apply? Can I choose to apply later, e.g. any time next year?	You can apply for the assistance required at any time from now.
12	What must I know about the Remedial Programme before deciding on the options available?	<p>Before you confirm your acceptance, please be advised and acknowledge that:</p> <ul style="list-style-type: none"><li>(a) Your monthly payment amount and/or loan/ financing tenure will be adjusted to reflect the higher overall financing cost; and</li><li>(b) For Hire Purchase and Islamic financing facilities, new documents or agreements will need to be signed in accordance with the legal and Shariah requirements before the assistance can take effect.</li><li>(c) Further to the above, you are also advised to understand the specific details on the cost implications of the assistance, before proceeding to confirm your selection. These include the details on the changes in the payment schedule whereby there will be an extension of tenure, increase in monthly instalment and any balloon/bullet payments due in the future.</li></ul>

**AmBank/ AmBank Islamic**

**Remedial Programme – Frequently Asked Questions**

<b>No.</b>	<b>Questions</b>	<b>Answers</b>
		Moving forward, in the event your financial status has improved and you are capable to increase your monthly payments for your loan/financing, kindly contact us to revise the payment term.
13	For loans/financing where repayments/payments are covered under Mortgage Reducing Term Assurance (MRTA) or Mortgage Reducing Term Takaful (MRTT), would this protection coverage be extended in line with the extended tenure of the loan/financing?	There will be no extension on MRTA/MRTT purchase. Please arrange with your insurer/Takaful company to cover the extended repayment/payment tenure/period if you wish to do so to safeguard your interest.
14	Is there any impact to the financial record, especially CCRIS, for customers who are opting for the Remedial Programme?	<p>Your CCRIS record will not be impacted by this Remedial Programme if your application is made on or before 31 December 2021. Your CCRIS record will remain status quo as per prior to the Remedial Programme taking place.</p> <p>However, if the application is only submitted on or after 1 January 2022, your CCRIS record will be impacted by this Remedial Programme. Your CCRIS record will indicate that your loan/financing account is under Rescheduled or Restructured Account.</p>