

## A. Remedial Programme for Individual AmBank Customers

| No. | Questions                                 | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
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| 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 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 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>2. 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>3. Restructuring 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), Standardised Base Rate (SBR) which impacts variable rates loans/financing.</i></p> <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> |

| No. | Questions                                                                | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 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<br/>           Personal Loan/Financing-i (Exclude Government Civil Servant/Angkasa)<br/>           Vehicle Loan/Financing<br/>           Hire Purchase Loan/Financing<br/>           Credit Card/Credit Card-i<br/>           Term Loan/Financing that has been converted from Credit Card/Credit Card-i balances</p> |
| 3   | When is the effective date?                                              | The assistance is currently available for application by eligible customers.                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 4   | How do I apply for the programme?                                        | <p>All individuals and businesses in need of Remedial Programme may:</p> <p>Submit your request on our website:<br/> <a href="https://www.ambank.com.my/repayment-assistance/remedial-programme">https://www.ambank.com.my/repayment-assistance/remedial-programme</a></p> <p>OR</p> <p>Call the following numbers:</p> <p>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 Saturday, Sunday and Public Holiday)</p>                  |

| No. | Questions                                     | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
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|     |                                               | <p>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>                                                                                                                                                                         |
| 5   | What are the documents that I need to submit? | <p>Any application received will require documentation from customers to prove the eligibility for application. The Bank has the right to rescind the application if the information given is incorrect.</p> <p>For individual at least one of the following documents, whichever is applicable, will be required to support the application:</p> <ol style="list-style-type: none"> <li>1) Last 3 months Salary Slips/Payment Vouchers; or</li> <li>2) Latest EPF Statement with the breakdown of the EPF monthly contribution for the year; or</li> <li>3) Latest Income Tax Form which shows your annual income; or</li> <li>4) Last 3 months Bank Statements</li> </ol> |

| No. | Questions                                                                                                           | Answers                                                                                                                                                                                                                                                                                                                                                                                                            |
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| 6   | 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> <p>If you are not qualified, the Bank will review your request, assess your situation and discuss on other possible solutions with you.</p>                                                                                                                                                                  |
| 7   | How and when do I know that my application is successful?                                                           | The Bank will notify you of the result of the application within fourteen (14) calendar days.                                                                                                                                                                                                                                                                                                                      |
| 8   | 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> |
| 9   | 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.                                                                                                                                                                                                 |
| 10  | 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.                                                                                                                                                                                                                                                                                                                                                    |
| 11  | What must I know about the Remedial Programme before deciding on the available options?                             | <p>Before you confirm your acceptance, please be advised and acknowledge that:</p> <p>(a) Your monthly payment amount and/or loan/ financing tenure will be adjusted to reflect the higher overall financing cost.</p>                                                                                                                                                                                             |

| No. | Questions                                                                                                                                                                                                                                            | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
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|     |                                                                                                                                                                                                                                                      | <p>(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.</p> <p>(c) Your account will be tagged as R&amp;R in CCRIS. A minimum of 6 months nursing period i.e., continuous prompt repayment will be imposed before the record can be removed from the CCRIS report.</p> <p>(d) 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.</p> <p>(e) In addition, there will be a high cost of borrowing/financing arising from the lengthening of the loan/financing tenure.</p> <p>Moving forward, in the event your financial status has improved, and you are capable of increasing your monthly payments for your loan/financing, kindly contact us to revise the payment term.</p> |
| 12  | 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.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 13  | Is there any impact to the financial record, especially CCRIS, for customers who are opting for the Remedial Programme?                                                                                                                              | Yes. Any application for Remedial Programme submitted on or after 1 January 2022 will impact your CCRIS record whereby, your CCRIS record will indicate that your loan/financing account is under Rescheduled or Restructure Account.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| 14  | How long does it take to remove the RR tagging from the CCRIS report?                                                                                                                                                                                | A minimum of 6 months nursing period i.e., continuous prompt repayment before the record can be removed from the CCRIS report.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

| No. | Questions                            | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
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| 15  | How do I make my monthly repayments? | <p>Upon enrolment into Remedial Programme, in order to ensure prompt servicing of your monthly repayments, you have the following options.</p> <ul style="list-style-type: none"> <li>• By setting up Standing Instructions from your AmBank/AmBank Islamic Savings/Current Account/i via Auto Debit or AmOnline web/mobile app; OR</li> <li>• By online fund transfer from AmBank/AmBank Islamic Savings/Current Account/-I via AmOnline web/mobile app; OR</li> <li>• By online fund transfer or setting up Standing Instructions from your Savings/Current Account/i with other bank(s) via FPX/DuitNow</li> </ul> <p>Alternative repayment methods include:</p> <ul style="list-style-type: none"> <li>• ATM fund transfer from your Savings/Current Account/-i to your loan/financing account</li> <li>• Making cash deposit into your loan/financing account via Cash Deposit Machine</li> <li>• Making cheque deposit into your loan/financing account via Cheque Deposit Machine</li> </ul> |

| No. | Questions                                                                                                                                                                                                     | Answers                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
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| 16  | I have submitted my application for the Remedial Programme. Do I still need to continue paying the existing monthly instalment for my loan/financing facility while waiting for the result of my application? | Yes, you are required to continue paying your existing monthly instalment while waiting for your application to be processed and the result being notified to you to ensure your account is not in arrears or no legal action is taken against you.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
| 17  | What will happen if the loan/financing tenure extends into retirement age?                                                                                                                                    | In the event the loan/financing tenure extends into retirement age, it is important that you have a plan on how to service the payment after your retirement age.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| 18  | Is the interest/profit compounding?                                                                                                                                                                           | <p>Conventional loan</p> <ul style="list-style-type: none"> <li>- Compounding interest at prevailing rate at the point of rescheduling/restructuring</li> </ul> <p>Islamic financing</p> <ul style="list-style-type: none"> <li>- Non compounding profit, in accordance with Shariah principles</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| 19  | Where can I get assistance?                                                                                                                                                                                   | <ul style="list-style-type: none"> <li>• If you have difficulties in making payments, you should contact us earliest possible to discuss payment alternatives. You may contact us at:<br/><br/>AmBank (M) Berhad , Retail Collection &amp; Recovery Management<br/>Level 6, Tower 2, Wisma AmFirst,<br/>Jalan Stadium SS 7/15, 47301 Petaling Jaya, Selangor.<br/>Tel: 03 20546688</li> <li>• Alternatively, you may seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counselling, financial education and debt restructuring for individuals.<br/><br/>You may contact AKPK at:<br/>Level 5 &amp; 6, Menara Aras Raya (formerly known as Menara Bumiputra Commerce), No 11, Jalan Raja Laut, 50350 Kuala Lumpur.<br/>Tel: 03-2616 7766   Website: <a href="http://www.akpk.org.my">www.akpk.org.my</a></li> </ul> |

