

FAQs on our Targeted Assistance Programme/Scheme for Retail Customers/Individuals and Financial Assistance Program for Retail Business Banking (Fusion) Loans/Financing Customers

(In line with YAB Prime Minister's announcement on 29 July 2020)

1. Will the 6-month automatic deferment programme be extended?

The 6-month automatic deferment programme will end on 30 September 2020.
2. How will HSBC help me after the deferment?

In line with YAB Prime Minister's announcement on 29 July 2020, HSBC will be providing targeted assistance to those who need additional support after the 6-month automatic deferment and provide relief options to customers who are most affected.

Vulnerable customers impacted by the pandemic may apply for the following relief options by 31 December 2020:

 - 3-month payment relief/deferment for customers with loss of employment (anytime from 1 January 2020 onwards); or
 - Reduction of monthly payments for those experiencing a reduction in salary/income (anytime from 1 January 2020 onwards).

Assistance is also available for affected customers who do not fall into the above categories, on a case by case basis.

For HSBC Fusion (Retail Business Banking) customers

HSBC will be providing additional support after the 6-month automatic deferment to eligible HSBC Customers impacted by the pandemic. HSBC Customers may apply for additional support under Financial Assistance Programme by 30 June 2021 to ease eligible HSBC customers' financial commitments by extending their loan/ financing tenure, temporary reduce on monthly payment or other financial assistance.

The financial assistance programme is not automatic and is by application only, subject to the bank's review and approval.
3. Does the targeted assistance apply to credit cards?

Credit card customers who are experiencing a reduction in salary/income (anytime from 1 January 2020 onwards) may also apply for a reduction of their Relief Balance Conversion (RBC) monthly payments via an extension of tenure.
4. How do I participate in the programme?
OR
How do I apply?

For Retail Customers/Individuals

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

Note: Please read and agree to our [HSBC Malaysia/ HSBC Amanah Targeted Assistance Programme Terms](#) before submitting your request.

By submitting your request for financial assistance, you are deemed to have read and agreed to the Terms above.

For loss of employment, you may submit your request with your full name as per NRIC, loan/financing account number and any of the following documents to Defer-Assist@hsbc.com.my :

- your latest personal or business bank account statement OR
- your latest EPF statement OR
- a letter from your former employer confirming your employment status

For reduction in income for salaried individuals/self-employed individuals, you may submit your request with your full name as per NRIC, loan/financing account number and any of the following documents to Defer-Support@hsbc.com.my :

- any 1 month's payslip from between Jul–Dec 2019 **and** your latest payslip showing the salary reduction OR
- any 1 month's personal or business bank account statement from between Jul–Dec 2019 **and** your latest statement OR
- a copy of your EPF statement from between Jul–Dec 2019 **and** your latest statement OR
- a letter from your employer confirming the reduced salary paid to you

Please submit your request and documents via email and our team will review and respond via email/SMS within five (5) days. Applications received after 4.30pm will be recognized as next day submission.

For HSBC Fusion (Retail Business Banking) customers

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

Note: Please read and agree to our [HSBC Malaysia Fusion \(RBB\)/HSBC Amanah Fusion \(RBB\)](#) Financial Assistance Programme Terms before submitting your request.

By submitting your request for financial assistance, you are deemed to have read and agreed to the Terms above.

To apply, please submit your request with your Company Name, Business Registration No. , loan/financing account number and any of the following documents to defer-assist-rbblending@hsbc.com.my :

- Company's 6 months' bank statements; and/or
- Other documents that may be required by the Bank for assessment on case to case basis (e.g. debtor/credit aging list, contracts and etc.)

Please submit your request and documents via email and our team will get in touch with you on your available options within 14 business days.

You may also contact your Relationship Manager or our HSBC Fusion (Retail Business Banking) hotline at 1-300-801-998 (local) or 03-8321 8888 (international) if you need further assistance.

Note: The relief options of 3 months' payment relief/ deferment for customers with loss of employment and reduction of monthly payments for those experiencing a reduction in salary/ income is applicable for Individual Customers only.

5. I am still employed but my spouse/family/household member lost their job or suffered a pay cut and this has affected our ability to make payments, can I apply for this programme?

Yes, you may still apply for the targeted assistance programme.

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

Note: Please read and agree to our [HSBC Malaysia/HSBC Amanah](#) Targeted Assistance Programme Terms before submitting your request.

By submitting your request for financial assistance, you are deemed to have read and agreed to the Terms above.

To show proof of relationship, you will need to include any of the following documents together with any of your applications below:

- a copy of the marriage certificate to the applicant OR

- a copy of spouse/household member's Malaysian IC (with the same correspondence address as applicant) OR
- a copy of any utility bill in spouse/household member (with the same correspondence address as applicant) OR
- a copy of your spouse/household member's latest personal or business bank account statement (with the same correspondence address as applicant)

For loss of employment, you may submit your request with your full name as per NRIC, loan/financing account number and any of the following documents to Defer-Assist@hsbc.com.my :

- Your spouse/household member's latest personal or business bank account statement OR
- Your spouse/household member's latest EPF statement OR
- a letter from your spouse/household member's former employer confirming their employment status

For reduction in income for salaried individuals/self-employed individuals, you may submit your request with your full name as per NRIC, loan/financing account number and any of the following documents to Defer-Support@hsbc.com.my :

- any 1 month's payslip from between Jul–Dec 2019 **and** your latest payslip showing the salary reduction of your spouse/household member OR
- any 1 month's personal or business bank account statement from between Jul–Dec 2019 of your spouse/household member **and** their latest statement OR
- a copy of your spouse/household member's EPF statement from between Jul–Dec 2019 **and** their latest statement OR
- a letter from your spouse/household member's employer confirming the reduced salary paid to them

Please submit your request and documents via email and our team will review and respond via email/SMS within five (5) days. Applications received after 4.30pm will be recognized as next day submission.

6. When is the deadline to apply for the targeted assistance programme?

For Retail Customers/Individuals

The deadline for application is **31 December 2020**.

For HSBC Fusion (Retail Business Banking) customers

The deadline for application is **30 June 2021**.

It is important for you to apply as early as possible as your monthly payments will automatically resume from October 2020 onwards. If you are unable to make your monthly payments after the deferment period, your CCRIS will be impacted and you will also incur applicable charges.

7. 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.

8.	What will happen to my credit-related insurance/takaful coverage?	As a result of the deferment on financing payments and targeted assistance programme, 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.
9.	What will happen at the end of the automatic 6-month deferment period if I do not take up the payment assistance?	If you do not take up the targeted assistance programme, your monthly payments will automatically resume from October 2020 onwards. If your account was in arrears prior to the deferment programme, you are also required to pay the arrears amount upon expiry of the deferment programme to avoid impacting your CCRIS and incur applicable charges.
10.	How much do I need to pay once the automatic 6-month deferment period ends?	The bank will notify you via letter of the revisions to your loan/financing schedule before your October and November 2020 payments are due. You may also refer to Question 15 of our Automatic Deferment FAQs on available payment options. <u>For Retail Customers/Individuals</u> In the interim, you may log on to your HSBC online account to check on your monthly instalment amount for October 2020. If you do not receive any notification from us by 30 September 2020, please call our Contact Centre at 1300 88 1388. <u>For HSBC Fusion (Retail Business Banking) customers</u> You may call our HSBC Fusion (Retail Business Banking) hotline at 1-300-801-998 (local) or 03-8321 8888 (international). Alternatively, you may also contact your Relationship Manager for further assistance.
11.	Will HSBC reach out to their customers?	We will be reaching out to all our customers enrolled in the 6-month automatic deferment via SMS/emails with their available payment options. If you are impacted but do not hear from us, please contact us using the emails as stated in Question 4.

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.