



Wealth and Personal Banking of HSBC Bank Malaysia Berhad
Terms and Conditions Regarding Financial Management and Resilience Programme (URUS)
for Individual Customers holding Credit Cards, Overdraft, Personal or Mortgage Financing
from 15 November 2021 till 31 January 2022

1. HSBC Bank Malaysia Berhad (Company No. 198401015221 (127776-V) (HSBC Bank) will be referred to as (“**Bank**”, “**We**”, “**Our**” or “**Us**” or “**HSBC**”).
2. These terms apply to You applying for URUS effective 15 November 2021.
3. “You” or “Your” refers to customers holding HSBC Credit Cards, Overdraft, Personal Financing or Mortgage Financing, applying for URUS between 15 November 2021 till 31 January 2022.
4. The URUS programme which is under AKPK offers personalised financial plan for up to 24 months which includes:
 - a. Interest waiver period for up to 3 months;
 - b. Deferred payments
 - c. Reduced instalments
5. To be eligible, You must satisfy All 4 conditions below:
 - a. Already under an **existing Financial Assistance Programme** which includes temporary financial relief of targeted assistance programme with HSBC OR under HSBC’s internal rescheduling and restructuring OR AKPK Debt Management Programme (DMP) as at 30 September 2021 and is enrolled after 18 March 2020.
 - b. Experiencing **loss of employment** or **at least a 50% reduction in income** after 18 March 2020;
 - c. Must be a **B50 customer** which will be determined via recipient of Bantuan Prihatin Rakyat (BPR)/Bantuan Sara Hidup (BSH) listing or verification of income documents. Household income or individual income must be RM5,880 or below per month; and
 - d. Existing loan/financing **still in performing** (i.e. NOT in arrears exceeding 90 days) as at the date of application.
6. You may opt for:
 - a. 3 months’ interest waiverOR
 - b. Repayment Assistance Programme (RAP) that offers:
 - 3 months’ interest waiver AND
 - Reduced instalments of up to 2 years (inclusive of the 3 months’ interest waiver period):

i. For Loss of employment	- 6 months zero instalments of which first 3 months is interest waiver - and subsequent up to 18 months of interest servicing only
ii. Income Reduction	- Up to 24 months of reduced instalments of which first 3 months is interest waiver

7. To apply, You must complete the common URUS application form found in HSBC website which requires the input of your personal, income and loans/financing details; provide consent and supporting documents to prove eligibility. Supporting documents would include but not limited to termination letter / EPF/bank statements (before and after) to evidence loss of employment and EPF/bank statements/Income tax form or salary slips (before and after) to evidence income changes.
8. If You have credit facilities with more than one Bank, You are only required to submit **one** URUS application form which can be submitted via any of the Banks concerned which You meet the above eligibility criteria
9. If You opt for Repayment Assistance Programme (RAP), You would need to exit from Your existing Financial Assistance Programme and all remaining assistance will void upon termination.
10. Your URUS application will be submitted to AKPK for processing and decision may take up to 10 working days. Upon approval of any of the URUS programme by AKPK, a letter will be issued to you. For unsuccessful customers, AKPK will inform customers within 5 working days from application date.
11. Commencement date of the URUS programme will be on the 1st of the following month after approval. If application submitted after the cut-off processing date for the month (i.e. 20th of each month), it will commence on the 15th of following month.
12. Your account under URUS will be reflected in CCRIS ("Central Credit Reference Information System") and the tagging will be removed once You exit from the programme with a minimum of at least 6 months tagging.
13. If You are already under Debt Management Programme (DMP) under AKPK, You are only eligible for 3 months' interest waiver.
14. All payments relating to HSBC loan will be made directly to HSBC.
15. If any of the accounts under URUS defaulted in payment for more than 3 consecutive months, URUS will be terminated.
16. The interest waiver period is for a maximum period of three (3) months and will only commence on the 1st of following month upon approval as notified by AKPK. However, if application is submitted after the cut-off processing date for the month (i.e. 20th of each month), it will commence on the 15th of following month.

The following clauses are applicable for 3 months' interest waiver:

17. Interest waiver period
 - a. For Fixed instalment loans -Personal and Mortgage Financing:
 - The interest waiver would be effective 3 months commencing the following month post approval (either 1st or 15th of the month).
 - The instalment payable (if any) does NOT change. You will still pay the full instalment amount during the 3 months' interest waiver period but the entire payment made will reduce principal balances
 - b. For Non-Fixed instalment loans -Personal and Mortgage Financing and Overdraft):
 - The interest waiver would be effective 3 months commencing the following month post approval (either 1st or 15th of the month).
 - The reduced instalment amount would be effective for a period of 3 months commencing the 2nd month from approval date to service only the principal portion.

c. For Credit Cards:

- The 3 month's interest/management fee waiver would be calculated and credited to the next credit card statement upfront post approval.
- The interest/management fee waiver is only applicable for outstanding balances under the latest RBC or RBC Deferment programme and will be calculated based on the outstanding balances at the point of processing at 13% p.a. effective interest rate/management fee.

Example:

Approval date : Nov 2021
Outstanding amount : RM10,000
Interest rate : 13% p.a.
3 months' interest waiver : RM 320.55

Dec 2021 (31days)	Jan 2022 (31days)	Feb 2022 (28 days)
RM110.41	RM110.41	RM99.73

The following clauses are applicable for customer that opted in for Repayment Assistance Programme (RAP):

18. For Repayment Assistance Programme (RAP), there will be change to the interest rates offered as follows: -
- Personal financing, overdraft, credit cards facilities: 9% or prevailing rate (PR), whichever is lower;
 - Mortgage facilities: PR or 5%, whichever is lower.
19. If You are currently on any other temporary financial assistance programme with us, the existing financial assistance programme will be cancelled prior to the RAP taking effect.
20. If You have any overdue amount in arrears, this will be capitalized and added to the principal balance of Your facility at the commencement of the programme. The capitalization of accrued interest (if any) and extension of facility tenure pursuant to these programmes up to the date of cancellation will follow Clauses 23 and 24 below.
21. For zero instalment period, where You are not required to make any payment, interest will continue to accrue after the 3 months' interest waiver period on Your outstanding balance. However, the interest accrued will not be compounded nor considered as overdue.
22. Interest rates will revert to the original rate of the facilities after the expiry or termination of the programme.
23. At the end of the programme, all accrued interest will be capitalized and added to the principal balance of your facility. If applicable, the capitalization of accrued interest includes accrued interest pursuant to a previous deferment, temporary financial assistance programme.
24. Your facility tenure will be extended by the same duration of the RAP period. This is in addition to any tenure extension pursuant to a previous deferment, temporary financial assistance programme.
25. As a result of the programme, please take note that your revised monthly instalments and overall payments are likely to be higher by the end of your facility tenure.
26. We will notify You of the revised monthly instalments at a later date.

The additional following clauses are applicable specifically for credit card customers:

27. If You opt for RAP, the entire outstanding balances will be moved to URUS effective the following month post approval and interest fee waiver period would commence immediately.
28. This means that upon approval, all your existing Credit Card Instalment Plans will be cancelled and the unbilled outstanding balances together with any unpaid billed will be moved into URUS.
29. Your existing credit card limit will be reduced by the amount (rounded to the nearest thousand) of the balances moved into URUS. If Your credit card limit is reduced to below RM2,000, Your card will be terminated by the Bank. For example:
 - a. If Your existing credit limit is RM50,000 and the amount moved into URUS is RM36,688, Your credit limit will be reduced to RM13,000. You will still be allowed to use your unutilized credit limit. Therefore, you are required to pay your Minimum Monthly Payment due amount as usual.
 - b. If your existing credit limit is RM50,000 and the amount moved into URUS is RM49,000, Your credit limit will be reduced to RM1,000. Your credit card will be terminated and You have the option to pay the outstanding balance (if any) in full or minimum monthly payment as per Your credit card statement.
30. During the RAP programme, change in credit limit is not permitted
31. Upon exiting from URUS Your unpaid balances in URUS will be transferred back into Your credit card and Your credit limit will be revised back to the original limit. e.g. Revised back to RM50,000 following the example in 27 a. above. You are required to pay the unpaid balances as part of credit card outstanding as notified in your credit card statement; otherwise tiered finance charge will be charged in accordance with the Card Agreement, which forms part of the Universal Terms and Conditions ("UTC").
32. In the event your credit card is terminated prior to you exiting URUS RAP, Your credit card limit will not be revised back to original limit and Your unpaid balances in URUS will be moved to term loan at 13% p.a. effective interest rate for 24 months instalment tenure.

Please also refer to our [FAQS here](#) from time to time for any updates.