**FAQs on Financial Management and Resilience Programme (URUS)**
**for Individual Customers holding Credit Cards/-i, Overdraft, Personal or Mortgage/Property Financing from 15 November 2021 till 31 January 2022**

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| 1. | What is URUS? | URUS is a programme under AKPK to further assist the most vulnerable segment of individual customers impacted by COVID-19. The programme includes payment assistance and personalised financial plans.<br><br>Customers with borrowings/financing from multiple banks will only need to apply to one of their Banks, after which AKPK will help consolidate the details of their borrowings/financing across banks and develop a holistic and viable Repayment Assistance Plan for the customer. |
| 2. | Who is eligible for support under URUS? | **B50 customers** who meet **ALL** of the following 4 conditions are eligible to apply for URUS via HSBC:<br><br>a. already under an **existing financial assistance programme which** includes temporary financial relief or targeted assistance programme 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;<br>b. experiencing **loss of employment or at least a 50% reduction in income** after 18 March 2020;<br>c. **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;<br>d. whose loan/financing is **still performing** (must not be in arrears exceeding 90 days) as at the date of application.<br><br>Please note **supporting documents are required** as stated in Q.15 below to prove eligibility.<br><br>Note: 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 |
| 3 | What are the loans/financing facilities eligible for URUS? | Loans/Financing eligible for URUS include:<br><br>▪ Personal financing<br>▪ Mortgage/property financing<br>▪ Credit card/-i<br>▪ Overdraft<br>▪ HSBC internal restructured and rescheduled accounts and AKPK's DMP which meets the eligibility criteria above. |

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Published as of 15 December 2021

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| 4 | If my loan/ financing facilities are under joint account, am I eligible for URUS? | Yes, as long as any of the account holders fulfil the above eligibility criteria. |
| 5. | What assistance can I get under URUS? | You will receive a URUS programme that sets out a monthly instalment amount and schedule for a period of up to 24 months. The plan will take into account all your existing debt/financing obligations and the amount of income you can currently afford to set aside to pay your debt/financing, after providing for living expenses.<br><br>You may opt for following URUS programme:<br><br>a. 3 months' interest/profit/lease rental waiver;<br>OR<br>b. Repayment Assistance Programme ** (RAP) that offers:<br>• 3 months' interest/profit/lease rental waiver AND<br>• Reduced instalments of up to 2 years (inclusive of the 3 months' interest/profit/lease rental waiver)<br>i. Loss of employment: 6 months zero instalments of which first 3 months is interest/profit/lease rental waiver and subsequently up to 18 months of interest/profit/ lease rental servicing only;<br>ii. Income reduction: Up to 24 months of reduced instalments of which first 3 months is interest/profit/ lease rental waiver<br>• Development, education and advisory support to help you manage your finances and become more financially resilient.<br><br>** Note that customers under AKPK DMP are not eligible for RAP but can opt for 3 months' interest/profit/lease rental waiver. |
| 6. | When will the Interest / Profit /lease rental waiver period OR Repayment Assistance Programme (RAP) be implemented? | Generally, commencement of the programme will be on the 1st of the following month after approval. 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. |

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| 7. | How does 3 months' interest/profit/lease rental waiver works? | During the 3 months' period:<br><br><u>a. For Fixed Instalment loans/financing facilities- Personal and Mortgage/property financing</u><br><br>- The interest/profit/lease rental waiver would be effective 3 months commencing the following month post approval (either 1st or 15th of the month).<br><br>- The instalment payable (if any) does NOT change. You will still pay the full instalment amount during the 3 months' interest/profit/lease rental waiver period but the entire payment made will reduce principal balances<br><br><u>b. For Non-Fixed Instalment loans/financing facilities:- Personal or Mortgage/property financing and Overdraft</u><br><br>- The interest/profit/lease rental waiver would be effective 3 months commencing the following month post approval (either 1st or 15th of the month).<br><br>- 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.<br><br><u>c. For Credit Cards/-i:</u><br><br>i. If you opt for RAP Programme: The credit card/-i outstanding balances/-i will be moved to URUS effective the following month post approval and interest/management fee waiver period would commence immediately.<br><br>ii. If you opt for 3 months' interest/ management fee waiver:<br><br>- The 3 month's interest/management fee waiver would be calculated and credited to the next credit card/-i statement upfront post approval.<br><br>- The interest/management fee waiver is only applicable for outstanding balances/-i under the latest RBC or RBC Deferment programme and will be calculated based on the outstanding balances/-i at the point of processing at 13% p.a. effective interest rate/management fee. |
| 8. | Can I just get the 3 months' interest/profit /lease rental waiver without the personalised financial plan? | No. You will benefit from a free personalised financial plan as part of the assistance package under URUS. This also applies if you opt for the 3 months' interest/profit/lease rental waiver only. |
| 9. | What is the Interest / Profit/lease rental rate for the Repayment Assistance Programme (RAP)? | ▪ Personal financing, overdraft, credit cards/-i facilities: 9% or prevailing rate (PR), whichever is lower.<br>▪ Mortgage/property financing facilities: PR or 5%, whichever is lower. |
| 10. | What will happen to my existing financial assistance programme program? | This depends on which payment assistance option that you take under URUS<br>▪ <u>If you opt for 3 months' interest/profit/lease rental waiver</u>, you will obtain the waiver and the existing financial assistance programme will continue.<br>▪ <u>If you opt for Repayment Assistance Programme (RAP)</u>, you need to exit from your existing financial assistance programme and all remaining assistance will void upon termination. |

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| | | a. For credit cards/-i:<br><br>i. If you opt for RAP Programme:<br><br>- The entire outstanding balances/-i will be moved into URUS. This means that upon approval, all your existing Credit Card/-i Instalment Plans will be cancelled and the unbilled outstanding balances/-i together with any unpaid billed balances/-i will be moved into URUS.<br><br>- Your existing credit card/-i limit will be reduced by the amount (rounded to the nearest thousand) of the balances/-i moved into URUS.<br><br>- If Your credit card/-i limit is reduced to below RM2,000, Your card will be terminated by the Bank.<br><br>Example:<br><br>1. 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.<br><br>2. 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/-i will be terminated and You have the option to pay the outstanding balance/-i (if any) in full or minimum monthly payment as per Your credit card/-i statement.<br><br>*Note that during the tenure of the RAP programme, change in credit limit is not permitted.* |
| 11. | Can I continue to use my credit card/-i after I opt for URUS? | Yes, you can continue to access any unutilised credit limit. |
| 12. | Will my credit record (CCRIS) be affected if I received assistance under URUS? | Loan/financing accounts under URUS will be identified in your Central Credit Reference Information System (CCRIS) credit reporting. This will facilitate follow-up and monitoring by AKPK and the banks in order to provide any further support that you may require during the programme.<br><br>The identification will be removed once you exit the scheme, which can last between 6 months to 24 months from the date of enrolment into URUS. This minimum of 6 months corresponds with the period required to complete the financial education programmes under AKPK that are aimed to improve the financial resilience of borrowers/customers.<br><br>*Note: This includes those opting for 3 months' interest/profit/lease rental waiver only option as well.* |

**APPLICATION PROCESS**

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| 13. | When can I apply for URUS? | The application for URUS is open from 15 November 2021 to 31 January 2022.<br><br>You will need to list the loan and/financial facilities in the URUS application form. |
| 14. | How do I apply for URUS? | You may submit your application using the URUS online application form available on our website here. |
| 15. | What documents are needed to apply for URUS? | ▪ **For loss of employment**, please provide copy of termination letter or any EPF/bank statement (before and after) to evidence loss of employment.<br><br>▪ **For income reduction**, please provide EPF/bank statements/Income tax form or salary slips (before and after) to evidence income changes. |

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| 16. | What happens to my application once I have submitted and how can I get confirmation on my URUS applications? | Your applications will be assessed for eligibility and submitted to AKPK for the final decision of your applications. AKPK will inform you on the status of your applications via AKPK's Customer Portal.<br><br>If you do not meet ALL the criteria stated in Q.2, HSBC will reject the URUS application upfront and notify you via SMS. |
| 17. | Can I apply for URUS on more than one loan / financing account with HSBC and other Banks? | Yes, you can as long as ALL the criteria as stated in question 2 above must be met. You are required to provide the details of your loans/financing facilities with HSBC and other banks that you would like to apply for URUS in the application form via any of the Banks concerned. Only **ONE application** is required for all loans/financing facilities. |
| 18. | Will I incur any fees for applying for URUS? | No. There will not be any fees or charges imposed for this programme. |
| 19. | Can I exit from URUS earlier than 24 months Repayment Assistance Programme period? | Yes, you may exit earlier from URUS when you are able to resume normal payments to your banks.<br><br>Please contact AKPK via the AKPK's Customer Portal if you would like to exit from URUS and AKPK will inform the banks accordingly. |
| 20. | What if I **defaulted** on my payments during the URUS period? | You will not be able to continue with the programme if you are unable to ake payments under URUS for more than 3 consecutive months. |
| 21. | What happens after the expiry of URUS? | Your loan/financing facilities will resume. However, please note that there may be tenure extension, possible changes to monthly instalment or lump sum payment at the end of tenure depending on your facility type and also URUS RAP taken.<br><br>For credit card/-i:<br><br>(i) If your credit card/-i is current and not terminated:<br>- Your credit limit will be revised back to the original limit and the unpaid balances in URUS will be transferred back into your credit card/-i. You are required to pay the unpaid balances as part of credit card/-i outstanding/-i as notified in your credit card/-i statement; otherwise tiered finance charge will be charged in accordance with the Card Agreement, which forms part of the Universal Terms and Conditions ("UTC").<br><br>(ii) If your credit card/-i is terminated:<br>- Your credit card/-i limit will not be revised back to original limit if your credit card/-i is terminated and your unpaid balances in URUS will be moved to a term loan/financing at 13% p.a. effective interest/management fee rate for 24 months' instalment tenure. |
| 22. | How do I reach out to HSBC if I have further queries on URUS? | You may contact us at 03-8321 8866, Monday to Sunday, 9am to 9.30pm. |

We are regularly updating our FAQs, please check back here as we add on more answers to the questions that you might have. Thank you.

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Published as of 15 December 2021