

## FAQ on Citibank Repayment Assistance Program (RAP)

Updated as at 23 July 2021

*Please check here regularly for the latest updates.*

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## FAQ on Citibank Repayment Assistance Program (RAP)

Updated as at 23 July 2021

*Please check here regularly for the latest updates.*

This program is open to all Citi customers who fall under any of these categories: -

- (a) **Individuals** (any individual customers whether **B40, M40 or T20**);
- (b) **Microenterprises** (any “Microenterprise” as defined in the Guideline on SME Definition issued by SME Corporation Malaysia); and
- (c) **Small and Medium Enterprises** (any “SME” as defined in the Guideline on SME Definition issued by SME Corporation Malaysia).who is affected by the movement restrictions

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Program Mechanics		
No	Question	Answer
1	Who is eligible for this program?	<p>This program provides repayment assistance to our customers who are:</p> <ul style="list-style-type: none"> <li>• <b>Individuals</b> (any individual customers whether B40, M40 or T20);</li> <li>• <b>Microenterprises</b> (any “microenterprise” as defined in the Guideline on SME Definition issued by SME Corporation Malaysia); and</li> <li>• <b>Small and Medium Enterprises</b> (any SME as defined in the Guideline on SME Definition issued by SME Corporation Malaysia), who is affected by the movement restrictions</li> </ul> <p>Note:</p> <ul style="list-style-type: none"> <li>• Bank will not require documentation from customers to prove eligibility.</li> <li>• For “Individuals” customers, Bantuan Sara Hidup (BSH)/ Bantuan Prihatin Rakyat (BPR)/ Bantuan Prihatin Nasional (BPN) database will no longer have any bearing on your eligibility.</li> <li>• For “Microenterprise” and “SME” customers, the Bank will rely on current information in our internal database or a self-declaration by the customer to ascertain that they meet the definition issued by SME Corporation Malaysia.</li> <li>• For “SME” customers, the Bank will rely on a self-declaration by the customer that it has been adversely affected by the movement control restrictions.</li> <li>• For account currently enrolled under AKPK Debt Management Program, you are advised to contact AKPK for further assistance.</li> </ul>

2	What assistance options are available under this program?	<p>The following programs are available under RAP:</p> <table border="1" data-bbox="488 331 1503 474"> <thead> <tr> <th data-bbox="488 331 906 369">Customer Segment</th> <th data-bbox="906 331 1503 369">Repayment Assistance Program</th> </tr> </thead> <tbody> <tr> <td data-bbox="488 369 906 474">Individuals/ Microenterprises/ SMEs</td> <td data-bbox="906 369 1503 474">6 months deferment of instalments/ payments; OR 50% reduction in instalments/ payments for 6 months</td> </tr> </tbody> </table> <p>Note:</p> <ol style="list-style-type: none"> <li>The assistance will be applicable for existing loan/ financing approved on or before 30 June 2021 and is not in arrears for more than 90 days at the time of request for assistance effective 7 July 2021.</li> <li>Loan/ financing tenure extension of 6 months will be granted automatically.</li> </ol>	Customer Segment	Repayment Assistance Program	Individuals/ Microenterprises/ SMEs	6 months deferment of instalments/ payments; OR 50% reduction in instalments/ payments for 6 months		
Customer Segment	Repayment Assistance Program							
Individuals/ Microenterprises/ SMEs	6 months deferment of instalments/ payments; OR 50% reduction in instalments/ payments for 6 months							
3	Which Citi loan/ financing products qualify for the program?	<p>The Repayment Assistance Program is available for the following products:</p> <ul style="list-style-type: none"> <li>Citibank Mortgage Products (Residential Loan/ Financing and Commercial Property Loan) and Overdraft Loans</li> </ul> <table border="1" data-bbox="537 816 1479 1264"> <tbody> <tr> <td data-bbox="537 816 943 953">Conventional Term Loan</td> <td data-bbox="943 816 1479 953">Citibank Housing Loan Citibank FlexiHome Loan Citibank ShopHouseLoan Citibank Staff Housing Loan</td> </tr> <tr> <td data-bbox="537 953 943 1024">Islamic Home Financing</td> <td data-bbox="943 953 1479 1024">Citibank Home Partner-i Citibank Home Financing-i</td> </tr> <tr> <td data-bbox="537 1024 943 1264">Amortizing Revolving Mortgage &amp; Overdraft Loans</td> <td data-bbox="943 1024 1479 1264">Citibank Homecredit 1 Citibank Homecredit 2 Citibank Mortgage Power 1 Citibank Mortgage Power 2 Citibank Business Power Citibank Overdraft against Time Deposit (ODTD)</td> </tr> </tbody> </table> <ul style="list-style-type: none"> <li>Citibank Instalment Loans (also known as Citi Personal Loans)</li> <li>Citibank Unsecured Term Loans</li> <li>Citibank Ready Credit</li> </ul> <p><b>Important Notes:-</b></p> <ol style="list-style-type: none"> <li>The following loan/ financing products are not eligible for the “50% reduction in instalments/ payments for 6 months” repayment assistance program: <ul style="list-style-type: none"> <li>Citibank Home Financing-i</li> <li>Amortizing Revolving Mortgage &amp; Overdraft Loans</li> <li>Citibank Ready Credit</li> </ul> </li> <li>For joint borrower(s) loan/ financing account, in the event either one of the borrowers are classified as B40/M40/T20 as defined in Q1, they can opt-in for the above program.</li> <li>For “6 months deferment of instalments/ payments” and “50% reduction in Instalments/ payment for 6 months”, the interest/ rental/ profit will be charged and accrued but will not be compounded (for all applicable products). As a result, the</li> </ol>	Conventional Term Loan	Citibank Housing Loan Citibank FlexiHome Loan Citibank ShopHouseLoan Citibank Staff Housing Loan	Islamic Home Financing	Citibank Home Partner-i Citibank Home Financing-i	Amortizing Revolving Mortgage & Overdraft Loans	Citibank Homecredit 1 Citibank Homecredit 2 Citibank Mortgage Power 1 Citibank Mortgage Power 2 Citibank Business Power Citibank Overdraft against Time Deposit (ODTD)
Conventional Term Loan	Citibank Housing Loan Citibank FlexiHome Loan Citibank ShopHouseLoan Citibank Staff Housing Loan							
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		<p>interest cost/ finance charges payable during tenure of your loan/ financing will be higher.</p> <p>4) If you are a Citibank Home Financing-i product customer, please contact Citibank Contact Centre at 03- 2383 0000 for further repayment assistance option.</p>
4	When can I submit my request for the program and when will the program be made available to me?	<p>You can submit your requests for the programs effective 7 July 2021.</p> <p><b><u>Enrollment request made in July 2021</u></b>  For requests made in July and where the program is approved after your statement cycle/ current month payment due date, please be informed that the program will commence from the loan/ financing facility's following month's statement cycle/ payment due date. However, if you wish to commence the program in July 2021, please notify the bank of such intention for further assistance.</p> <p><b><u>Enrollment request after July 2021</u></b>  The repayment assistance will commence from the loan/financing facility's following month's statement cycle/ payment due date.</p> <p><b>Illustration:</b></p> <p><b><u>Scenario 1</u></b>  You submit your request for the "6 months deferment of instalments/ payments" or "50% reduction in instalments/ payments for 6 months" program on 10 July 2021 and your request for the program is approved on 13 July 2021. Your statement cycle/ payment due date is on the 25th of every month. In this case, the program period will apply between July 2021 and December 2021.</p> <p><b><u>Scenario 2</u></b>  You submit your request for the "6 months deferment of instalments/ payments" or "50% reduction in instalments/ payments for 6 months" program on 7 July 2021 and your request for the program is approved on 11 July 2021. Your statement cycle/ payment due date is on the 9th of every month. In this case, the program period will apply between August 2021 and January 2022.</p>
5	Are customers who are already receiving repayment assistance (RAP) eligible for this assistance?	Yes, customers with existing RAP will still be eligible for this assistance.
6	I am currently enrolled in an existing repayment assistance program offered by Citi. What is the transition process	<p><b><u>Currently enrolled in "3 months deferment of instalments/ payments"</u></b>  Example 1: If you are currently enrolled onto an existing 3 -month deferment of instalment/ payments program, and applying for a new repayment assistance program for the 6-month deferment of instalments/ payment. The existing 3-month program will be terminated and the new 6-month deferment Program will start from the next loan/ financing instalment/ payment</p>

	<p>from the existing RAP to this assistance?</p>	<p>Example 2: If you are currently enrolled in the “3 months deferment of instalments/ payments” and you decide to switch to a different option (i.e. 50% reduction in instalments/ payments for 6 months), the existing program will be terminated and the new program will start from the next loan/ financing instalment/ payment.</p> <p><b><u>Currently enrolled in “50% reduction in instalments/ payments for 6 months”</u></b>  Example 1: If you are currently enrolled in the “50% reduction in instalments/ payments for 6 months” program and your program has not ended; you can choose to stay in the program. The program period and terms will remain unchanged.  Example 2: If you are currently enrolled in the “50% reduction in instalments/ payments for 6 months” and you decide to switch to a different option (i.e. 6 months deferment of instalments/ payments), the existing program will be terminated and the new program will start from the next loan/ financing instalment/ payment.</p> <p><b><u>Currently enrolled in “Interest/ Rental payment only for a period of 6 months and/or loan/ financing tenure extension”</u></b>  If you are currently enrolled in the program “Interest/ Rental payment only for a period of 6 months and/or loan/ financing tenure extension” and would like to switch to a different option (i.e. 6 months deferment of instalments/ payments or 50% reduction in instalments/ payments for 6 months), the existing program will be terminated and the new program will start from the next loan/ financing instalment/ payment.</p>
7	<p>How do I request for the Repayment Assistance Program?</p>	<p>You may opt-in for the Repayment Assistance Program via the options below:</p> <ol style="list-style-type: none"> <li>1) Initiate the Repayment Assistance Program request via Citibank website at <a href="https://www.citibank.com.my/english/forms/kana-b40/index.html">https://www.citibank.com.my/english/forms/kana-b40/index.html</a></li> <li>2) Call Citibank Contact Centre at 03- 2383 0000 from 9.00 a.m. to 6.00 p.m.</li> <li>3) Alternatively, you may walk-in to Citibank’s branches (please refer to <a href="http://www.citibank.com.my">www.citibank.com.my</a> for the latest branch operating hours)</li> </ol>
8	<p>What are the documents required for me to request for the Repayment Assistance Program?</p>	<p>Bank will not require documentation from customers to prove eligibility.</p> <ul style="list-style-type: none"> <li>• For “Individuals” customers, BSH/BPR/BPN database will no longer have any bearing on your eligibility.</li> <li>• For “Microenterprise” and “SME” customers, the Bank will rely on current information in our internal database or a self-declaration by the customer to ascertain that they meet the definition issued by SME Corporation Malaysia.</li> <li>• For “SME” customers, the Bank will rely on a self-declaration by the customer that it has been adversely affected by the movement restrictions</li> </ul>
9	<p>Can the assistance for the “Individual” category be applied in co-borrower/ applicant situations?</p>	<p>Yes.</p>

10	Are customers in the “Individual”, “Microenterprise” and “SME” categories entitled to choose either one of the program options, or is the choice linked to a declaration of status (e.g. job loss, reduction of income)?	Eligible customers in the “Individual”, “Microenterprise” and “SME” categories may choose either assistance option (i.e. “6 months deferment of instalments/ payments” OR “50% reduction in instalments/ payments for 6 months”).
11	<p>[Only applicable to Mortgage Loans/ Financing – Conventional Term Loan &amp; Islamic Home Financing]</p> <p>For customers who had performed advance instalments/ payments prior to the enrollment of the program, how would this affect the customers’ entitlement and enrollment of the program?</p>	<p>Customers will be able to enrol onto the program in the event the payment of monthly instalment/ payment amount at the point of program enrollment is not in excess of 3 future monthly instalments/ payments, excluding the payment of the current month instalment/ payment</p> <p><b>Illustration:</b></p> <p><u>Scenario 1 (Excess payment is NOT in excess of 3 future monthly instalments/ payments)</u>          You submit your request for the “6 months deferment of instalments/ payments” or “50% reduction in instalments/ payments for 6 months” program on 7 July 2021 and your request for the program is approved on 9 July 2021. Your payment due date is on the 10th of every month. Your loan/ financing next payment due date is on 10 November 2021. In this case, your current month instalment/ payment has been paid/ fulfilled. Your loan is in excess of future monthly instalments/ payments by 3 months (i.e. August 2021, September 2021 and October 2021). With that, you will be entitled for the program and the program will apply between November 2021 and April 2022.</p> <p><u>Scenario 2 (Excess payment EXCEED 3 future monthly instalments/ payments)</u>          You submit your request for the “6 months deferment of instalments/ payments” or “50% reduction in instalments/ payments for 6 months” program on 7 July 2021 and your payment due date is on the 1st of every month. Your loan/ financing next payment due date is on 1 August 2022. In this case, your current month instalment/ payment has been paid/ fulfilled and your loan is in excess of future monthly instalments/ payments by more than 3 months (i.e. 12 months from August 2021 to July 2022). With that, you will not be entitled for the program.</p>
<b>General</b>		
12	How do I check on my request status?	<p>You will receive an SMS/email stating that your request has been successful and the specific loan/ financing product that has been enrolled. You will also receive a notification with your revised loan details.</p> <p>Please ensure your registered mobile/email details with the bank is/are updated. You may update your personal details via Citi Mobile® App or contact our Citibank Contact Centre at 03-2383 0000 from 9.00 a.m. to 6.00 p.m.</p>

13	If I'm an eligible customer who signs up for one of the program options, can Citi still render further assistance to me?	Yes, however if you are facing difficulties in servicing your monthly commitment, please reach out to us to discuss on other repayment assistance options.
14	For loans/financing account where repayments/ payments are covered under mortgage reducing term assurance (MRTA) or mortgage level term assurance (MLTA) or mortgage reducing term takaful (MRTT) or mortgage level term takaful (MLTT), would the protection coverage be extended in line with the extended tenure of the loan/ financing as part of the Repayment Assistance Program?	<p>If your existing mortgage loans/ financing tenure had been extended (as a result of moratorium and/or enrolling in any repayment assistance program), there may be a coverage gap as your insurance/ takaful coverage may end earlier than your revised loan/financing tenure.</p> <p>For coverage on a reducing term, the coverage will continue to reduce during the deferment / extended period, as per your existing insurance policy/ takaful certificate.</p> <p>Should you wish to review or increase/ top-up the insurance/ takaful coverage, kindly make the necessary arrangement directly with your insurers/ takaful operators.</p>
15	Can I request for the length of the Repayment Assistance Program to be longer than the period stipulated in the options available above?	No, the allowable period is fixed at 6 months.
16	Can a bankrupt individual or customers under winding-up proceedings (or have been wound-up)/ bankruptcy proceedings request for Repayment Assistance Program?	No, applicants under this category is not eligible for the Repayment Assistance Program.
17	Can I opt out from the program if my financial position recovers?	Yes, you can opt out from the program anytime. You may call Citibank Contact Centre at 03-2383 0000 from 9.00 a.m. to 6.00 p.m. to make an opt-out request accordingly.

18	If I request and enroll for the Repayment Assistance Program, would this impact my CCRIS record adversely?	Your CCRIS record will not be adversely affected and/or classified as restructuring/rescheduling (R&R) if you enroll for the Repayment Assistance Program.
19	What would happen to my account during and by end of the Repayment Assistance Program?	Please refer to the details in table below for respective products.  Should you require more details regarding the cost implications of assistance specific to your account(s), please contact Citibank Contact Centre at 03-2383 0000

<b>Mortgage Loan/Financing and Overdraft Products</b>			
<b>Category</b>	<b>Applicable Products</b>	<b>6 months deferment of instalments/ payments</b>	<b>50% reduction in instalments/ payments for 6 months</b>
<b>Conventional Term Loan</b>	<ul style="list-style-type: none"> <li>• Citibank Housing Loan</li> <li>• Citibank FlexiHome Loan</li> <li>• Citibank ShopHouse Loan</li> </ul>	<ul style="list-style-type: none"> <li>• During the program duration, you do not need to pay any monthly instalments.</li> <li>• Interest will continue to be accrued but will not be compounded. Please note that this will result in higher total interest cost/ financial charges for your loan.</li> <li>• To accommodate the deferred monthly instalment and interest accrued during the deferment program, your loan maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual loan tenure arising from the deferment program will result in higher interest cost/ finance charges arising from such extension.</li> <li>• Upon expiry of the deferment program, your monthly instalment amount will be revised upwards to include the deferred principal repayment and interest</li> </ul>	<ul style="list-style-type: none"> <li>• During the program duration, you will be required to pay 50% of your original monthly instalment amount.</li> <li>• To accommodate the reduced monthly instalment during the program, your loan maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual loan tenure arising from the program will result in higher total interest cost/financial charges for your loan.</li> <li>• After the expiry of the program period, your monthly instalment would be revised based on the remaining loan outstanding balance. Please note that this might result in higher total interest cost/ financial charges for your loan.</li> <li>• Example: Refer to Appendix 2</li> </ul>



		<p>accrued during the deferment period.</p> <ul style="list-style-type: none"> <li>Your revised repayment amount will be based on the principal amount deferred and interest accrued during the deferment period, current interest rate and remaining loan tenure.</li> <li>Example: Refer to Appendix 1</li> </ul>	
<p><b>Islamic Home Financing</b></p>	<ul style="list-style-type: none"> <li>Citibank Home Partner-i</li> <li>Citibank Home Financing-i</li> </ul>	<ul style="list-style-type: none"> <li>Payments deferred during the deferment period will be made payable over the period of your financing, which the tenure will be extended 6 months automatically as part of the program.</li> <li>To accommodate the payments deferred during the deferment program, your financing maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual financing tenure arising from the deferment program will result in higher profit charges arising from such extension.</li> <li>For Home Partner-i, in the event there is a change in the Base Rate (BR)/ Base Financing Rate (BFR) or Takaful fee debited into your account (if applicable), your monthly payment will be revised to include the principal amount deferred and rental accrued during the deferment period. (Note: This is not applicable to Home Financing-i as it is a fixed financing product repayment schedule.)</li> </ul>	<ul style="list-style-type: none"> <li>During the program duration, you will be required to pay 50% of your original monthly payment amount.</li> <li>To accommodate the reduced monthly payment amount during the program, your financing maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual financing tenure arising from the deferment program will result in higher profit charges for your account.</li> <li>After the expiry of the program period, your monthly payment would be revised based on the remaining financing outstanding balance. Please note that this might result in higher total rental payment /financial charges for your financing account.</li> <li>Example: Refer to Appendix 2</li> </ul> <p>Note: This option is not applicable for Citibank Home Financing-i product.</p>

		<ul style="list-style-type: none"> <li>• Example: Refer to Appendix 1</li> </ul>	
<b>Amortizing Revolving Mortgage</b>	<ul style="list-style-type: none"> <li>• Citibank Homecredit 2</li> <li>• Citibank Business Power</li> </ul>	<ul style="list-style-type: none"> <li>• The deferment applies to the usage amount within the approved line limit as well as the balance in excess of the approved limit (if any), in view that the excess amount is contractually due for full repayment.</li> <li>• The monthly interest amount accrued during the deferment period will not be compounded, but will be added into the principal loan outstanding balance for re-computation of interest upon expiry of the deferment program. Please note that this will result in higher total interest cost/ financial charges for your loan.</li> <li>• To accommodate the payments deferred during the deferment program, your loan maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual loan tenure arising from the deferment program will result in higher interest cost/ finance charges arising from such extension.</li> <li>• Upon expiry of the deferment period, the amount to be amortized during the deferment period will be readjusted based on the remaining loan tenure.</li> <li>• Example: Refer to Appendix 1</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>

<b>Overdraft Loans</b>	<ul style="list-style-type: none"> <li>• Citibank Homecredit 1</li> <li>• Citibank Mortgage Power 1</li> <li>• Citibank Mortgage Power 2</li> <li>• Citibank Overdraft against Time Deposit (ODTD)</li> </ul>	<ul style="list-style-type: none"> <li>• The deferment applies only to the balance in excess of the approved limit, as the excess amount is contractually due for full repayment.</li> <li>• The monthly interest amount accrued during the deferment period will not be compounded, but will be added into the principal loan outstanding balance for re-computation of interest upon expiry of the deferment period. Please note that this will result in higher total interest cost/financial charges for your loan.</li> <li>• To accommodate the payments deferred during the deferment program, your loan maturity date (tenure) will be automatically extended by 6 months. Please note that the consequential extension of tenure beyond the contractual loan tenure arising from the deferment program will result in higher interest cost/ finance charges arising from such extension.</li> <li>• Upon expiry of the deferment period, any excess limit amount and the interest accrued during the deferment period will be payable as a lump-sum payment.</li> <li>• Example: Refer to Appendix 1</li> </ul>	<ul style="list-style-type: none"> <li>• Not applicable.</li> </ul>
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Unsecured Personal /Term Loans/ Ready Credit products			
Category	Applicable Products	6 months deferment of instalments/ payments	50% reduction in instalments/ payments for 6 months
<b>Unsecured Personal/ Term Loans</b>	<ul style="list-style-type: none"> <li>• Instalment Personal Loan</li> </ul>	<ul style="list-style-type: none"> <li>• During the program duration, you do not need to pay any monthly instalments/payments for the Eligible Product under the Deferment Program.</li> </ul>	<ul style="list-style-type: none"> <li>• During the program duration, your monthly instalment is 50% of your original monthly instalment and you are expected to pay that amount.</li> </ul>

	<ul style="list-style-type: none"> <li>• Unsecured Term Loans</li> </ul>	<ul style="list-style-type: none"> <li>• Interest will continue to be accrued at the original contracted rates, but will not be compounded. Please note that this will result in higher total interest cost/financial charges for your loan.</li> <li>• Upon expiry of the program, the interest accrued during the deferment period will be added into your loan outstanding balance.</li> <li>• Your monthly loan installment will resume and the monthly instalment amount will remain the same.</li> <li>• Your loan maturity date will be extended to accommodate the unbilled instalment(s) and interest accrued during the deferment program.</li> <li>• The final amount due for last instalment may be lower than the monthly instalment amount. Any excess from the final payment will be refunded to you.</li> <li>• Example: Refer to Appendix 1</li> </ul>	<ul style="list-style-type: none"> <li>• Interest will continue to be accrued on the principal amount deferred, but will not be compounded. Please note that this will result in higher total interest cost/financial charges for your loan.</li> <li>• Upon expiry of the program, your monthly loan installment will revert back to the original monthly instalment amount.</li> <li>• The interest accrued during the Repayment Assistance Program period will be billed and form part of the balances outstanding.</li> <li>• Your loan maturity date will be extended to accommodate the reduced monthly instalment and interest accrued during the deferment program.</li> <li>• The final amount due for the last instalment may be lower than the monthly instalment amount. Any excess from the final payment will be refunded to you.</li> <li>• Example: Refer to Appendix 3</li> </ul>
<p><b>Ready Credit</b></p>	<ul style="list-style-type: none"> <li>• Ready Credit</li> </ul>	<ul style="list-style-type: none"> <li>• During the program duration, you do not need to pay payments for the Eligible Product under the Deferment Program.</li> <li>• Upon expiry of the program, the interest accrued during the deferment period will be included in your remaining outstanding balance and minimum monthly payments will resume. Please note that this will result in higher total interest cost/financial charges for your loan.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>

### Appendix 1 – Example for 6 months deferment of instalments/ payments

(Should you require more details regarding the cost implications of assistance specific to your account(s), please contact Citibank Contact Centre at 03-2383 0000)

<b>Conventional Term Loan</b>			
<b>Citibank Housing Loan, Citibank FlexiHome Loan and Citibank ShopHouse Loan</b>			
Monthly Instalment Before Deferment Program		Monthly Instalment After Deferment Program	
RM2,170		RM2,200 (Your monthly instalment will increase by RM30)	
<b>Islamic Home Financing</b>			
<b>Citibank Home Partner-I</b>		<b>Citibank Home Financing-i</b>	
Monthly Payment Before Deferment Program	Monthly Payment After Deferment Program	Monthly Payment Before Deferment Program	Monthly Payment After Deferment Program
RM2,170	RM2,170*	RM2,170	RM2,170**
<p><i>*Note:</i> There will be no increase in your monthly payment. Payments deferred during the deferment period will be made payable over the period of your financing, which the tenure will be extended 6 months automatically as part of the program – given that there is no rate change or Takaful fee debited into your account (if applicable) during the program period.</p>		<p><i>**Note:</i> There will be no increase in your monthly payment. Payments deferred during the deferment period will be made payable over the period of your financing, which the tenure will be extended 6 months automatically as part of the program. This is a fixed repayment schedule product.</p>	
<p>The above illustrations are based on below assumptions:</p> <ul style="list-style-type: none"> <li>• Loan/ financing amount: RM 500,000</li> <li>• Interest/ Profit rate: 3.20% p.a. (interest/ rental/ profit is not compounded during deferment period)</li> <li>• Original tenure 30 years with remaining tenure of 29 years</li> <li>• Principal and interest/ rental/ profit payment deferred during deferment period.</li> <li>• Loan/ financing tenure has been extended by 6 months.</li> </ul> <p><i>Note:</i></p> <ul style="list-style-type: none"> <li>• Base Rate/ Base Lending Rate/ Base Financing Rate as of 13 July 2020 is at 2.40% p.a. and 5.55% p.a. respectively.</li> </ul>			

### Amortizing Revolving Mortgage

Interest Payment Before Deferment Program	Interest Payment After Deferment Program
RM8,060	RM8,000 (Savings of RM60)

**Note:**

The interest payment before deferment program calculation is with the assumption that customer did not make any payment for a period of 6 months and the utilization amount is still within line limit.

The above illustration is based on the below assumptions:

- Line amount: RM1,000,000
- Amount utilised: RM500,000
- Interest rate: 3.20% p.a. (interest is not compounded during deferment period)
- Interest payment deferred during deferment period.
- Loan/ financing tenure has been extended by 6 months.

**Note:**

- Base Rate/ Base Lending Rate/ Base Financing Rate as of 13 July 2020 is at 2.40% p.a. and 5.55% p.a. respectively.

### Overdraft Loans – Over limit (i.e. utilisation balances in excess of the approved limit)

Loan Outstanding Balance Before Deferment Program	Loan Outstanding Balance After Deferment Program
RM500,000	RM508,585 (The lump sum amount which is made payable by you in June 2021 will be RM28,585 comprising of 6 months deferred interest and the over limit amount of RM20,000)

The above illustration is based on below assumptions:

- Approved line limit: RM480,000
- Loan Outstanding Balance (as at 1 July 2021): RM500,000 (with over limit amount of RM20,000)
- Interest rate: 3.20% p.a. on approved line amount; 9.05% p.a. on over limit amount.
- Interest payment will be deferred during deferment period.
- Loan/ financing tenure has been extended by 6 months.

**Note:**

- Base Rate/ Base Lending Rate/ Base Financing Rate as of 13 July 2020 is at 2.40% p.a. and 5.55% p.a. respectively.

Unsecured Personal/ Term Loans		
Before Jul 2021	During the 6 month deferment period (Jul 2021 – Dec 2021)	After the deferment period (Jan 2022 – End of Loan Tenure)
RM498	RM0	RM498

The above illustration is based on the following assumptions:

- Outstanding loan amount of RM15,000 as at 1st July 2021, EIR 12% p.a., original loan tenure of 36 months
- No repayments are made across the deferment period (from July to December 2021)
- The interest accrued across the deferment period is based on the outstanding principal balance as at 1st July 2021, frozen for 6 months. In this scenario, that would be  $RM15,000 \times (12\% / 12 \text{ months}) \times 6 \text{ months} = RM900$
- Your monthly loan installment will remain the same and your loan maturity date will be further extended to accommodate for the unbilled 6 month instalment and interest accrued during the deferment program. In this scenario the loan maturity date is extended by 8 months (unbilled 6 months + 2 months from the interest accrued). The accrued interest is not compounded across the remaining tenure of your loan.
- The final amount due for last instalment may be lower than the monthly instalment amount. Any excess from the final payment will be refunded to you

#### Appendix 2 – Example for 50% reduction in instalments/ payments for 6 months

(Should you require more details regarding the cost implications of assistance specific to your account(s), please contact Citibank Contact Centre at 03-2383 0000)

Conventional Term Loan/ Islamic Home Financing		
Citibank Housing Loan, Citibank FlexiHome Loan, Citibank ShopHouse Loan, Citibank Home Partner-i		
Monthly Instalment/ Payment Before Program*	Monthly Instalment/ Payment During Program	Monthly Instalment/ Payment After Program
RM2,170	RM1,090	RM2,160 (Your monthly instalment/ payment will decrease by RM10)

The above illustrations are based on below assumptions:

- Loan/ financing amount: RM 500,000
- Interest/ Rental rate: 3.20% p.a.
- Original tenure: 30 years with remaining tenure of 29 years
- Loan/ financing tenure has been extended by 6 months.

Note:

- Base Rate/ Base Lending Rate/ Base Financing Rate as of 13 July 2020 is at 2.40% p.a. and 5.55% p.a. respectively.

Unsecured Personal/ Term Loans		
Monthly Instalment Before Program	Monthly Instalment during program	Monthly Instalment After Program
RM498	RM 249	RM498

The above illustration is based on the following assumptions:

- Outstanding loan amount of RM15,000 as at 1st July 2021, EIR 12% p.a., original loan tenure of 36 months, monthly instalment is RM498.
- During the program duration, the monthly instalment is RM249 (50% of RM498).
- Upon expiry of the program, the monthly loan installment will revert back to the original monthly instalment amount (RM498).
- The loan would continue to follow the loan schedule throughout the tenure, and the additional accrued interest during the program duration would be based on 50% of the scheduled interest. In this scenario, that would be RM 384 :

Term	Scheduled Interest as per original loan tenure (RM)	Accrued interest for the program duration (RM)
1	150	75
2	141	70
3	133	66
4	124	62
5	116	58
6	107	53
Total		384

- Your monthly loan installment will remain the same and your loan maturity date will be extended to accommodate for the reduced monthly instalment and interest accrued during the program period. In this scenario the loan maturity date is extended by 4 months (3 months from the reduced monthly instalment + 1 months from the interest accrued).The accrued interest is not compounded across the remaining loan tenure.
- The final amount due for last instalment may be lower than the monthly instalment amount. Any excess from the final payment will be refunded to you



**FAQ on Citi Credit Card Relief Conversion Plan Deferment Program**  
Updated as at 23 July 2021

*Please check here regularly for the latest updates.*

**Table of contents:**

1. Program Mechanics
2. General inquiries

Program Mechanics		
No	Question	Answer
1	Who is eligible for this program?	This program provides repayment assistance to Citi Credit Card customers who had opted in for Citi Relief Conversion Plan (RCP) program on/ before 31 December 2020 and whose existing RCP instalment plan is still active to date.
2	What assistance options are available under this program?	Customers can opt to enrol into the 6 months monthly instalment payment deferment program (“Deferment Program”) for the RCP instalment plan.  <b>Important Notes:-</b> The interest will be charged during the deferment period and accrued but will not be compounded. As a result, the interest cost/ finance charges payable during the tenure of your RCP instalment plan will be higher. Refer to illustration found in question 7.
3	I have an active Citi Quick Cash instalment plan on my credit card. Can I enrol into the Deferment Program for the Citi Quick Cash instalment plan?	No. The Deferment Program is only eligible for any existing, active RCP instalment plan. Other credit card instalment plans are not eligible for the Deferment Program.
4	How do I enrol into the Deferment Program?	If you are eligible for the Deferment Program, you may call Citibank Contact Centre at 03-2383 0000 from 9.00 a.m. to 6.00 p.m. to enrol into the Deferment Program.
5	When is the last date to request for the Deferment Program?	The assistance is offered until such time as movement control restrictions remain in place.
6	What are the documents required for me to enrol into the Deferment Program?	You do not need to submit any documents if you fulfil the eligibility criteria mentioned in question 1.

7	Is there interest accrued during the 6-month deferment period?	<p>Yes, the interest will continue to be accrued during the deferment period.</p> <p>You will need to resume the instalments/ minimum repayments and honour the additional accrued interest once the deferment period has ended. Hence, your instalment/repayment amount will increase on the first immediate monthly instalment after completing the 6 months deferment period from the addition of the interest accrued.</p> <p>Kindly refer to the illustration below for details.</p> <p>Assume you have enrolled into Citi RCP and your loan was booked on 1<sup>st</sup> July 2020. Your fixed monthly instalment amount is RM336.94. Your 6-month deferment was approved on <b>10<sup>th</sup> July 2021</b> after your 13<sup>th</sup> statement (on 7<sup>th</sup> July 2021).</p> <table border="1" data-bbox="505 741 1485 1428"> <thead> <tr> <th colspan="3"></th> <th colspan="2">Monthly Instalment Amounts</th> </tr> <tr> <th>Relief Conversion Plan Booked</th> <th>Outstanding Principal after Jul 2021 Statement</th> <th>Interest Accrued during Deferment Program</th> <th>Feb 2022 Statement</th> <th>Mar 2022 Onwards</th> </tr> </thead> <tbody> <tr> <td>1 Jul 2020</td> <td>7 Jul 2021</td> <td>Aug 2021 – Jan 2022 (6 months)</td> <td>7 Feb 2022</td> <td>Mar 2022 - Dec 2023</td> </tr> <tr> <td>RM10,000</td> <td>RM6,827.04</td> <td>RM443.76 = RM6,827.04 x 13% x 6/12 months</td> <td>RM780.70 =RM443.76 (Accrued Interest) + RM336.94 (14<sup>th</sup> Monthly Instalment)</td> <td>RM336.94/ month</td> </tr> </tbody> </table> <p><b>Note:</b> *While the RCP monthly instalment amount is required as 100% minimum due, the additional accrued interest amount will not be required as 100% minimum due when you complete the 6 months Deferment Program.</p> <p>Sample minimum due calculation using the example above:</p> <table border="1" data-bbox="488 1682 1265 1829"> <thead> <tr> <th></th> <th>Amount</th> <th>Minimum Due</th> </tr> </thead> <tbody> <tr> <td>Accrued Interest</td> <td>RM443.76</td> <td>5% x RM443.76</td> </tr> <tr> <td>Month 14 Instalment</td> <td>RM336.94</td> <td>RM336.94</td> </tr> <tr> <td><b>Total payment due</b></td> <td><b>RM780.70</b></td> <td><b>RM359.13</b></td> </tr> </tbody> </table>				Monthly Instalment Amounts		Relief Conversion Plan Booked	Outstanding Principal after Jul 2021 Statement	Interest Accrued during Deferment Program	Feb 2022 Statement	Mar 2022 Onwards	1 Jul 2020	7 Jul 2021	Aug 2021 – Jan 2022 (6 months)	7 Feb 2022	Mar 2022 - Dec 2023	RM10,000	RM6,827.04	RM443.76 = RM6,827.04 x 13% x 6/12 months	RM780.70 =RM443.76 (Accrued Interest) + RM336.94 (14 <sup>th</sup> Monthly Instalment)	RM336.94/ month		Amount	Minimum Due	Accrued Interest	RM443.76	5% x RM443.76	Month 14 Instalment	RM336.94	RM336.94	<b>Total payment due</b>	<b>RM780.70</b>	<b>RM359.13</b>
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8 What happens if I opt-out of the Deferment Program during the deferment period?

You can opt out from the Deferment Program and continue to pay the monthly instalments any time prior to the end of the deferment period. The accrued interest during the deferment period is required to be paid together with the next monthly loan instalment.

**Illustration:** (Continuation of illustration in question 7)

You have enrolled into the Deferment Program on 10<sup>th</sup> July 2021. On 1<sup>st</sup> October 2021, you decided to opt out from the Deferment Program but will continue to pay for the RCP monthly instalment amount starting from the next immediate statement cycle: 7<sup>th</sup> October 2021.

Hence, since you have deferred your RCP instalment plan for two months: 7<sup>th</sup> August and 7<sup>th</sup> September, the accrued interest will be calculated for 2 months only.

			Monthly Instalment Amounts	
Deferment Start Date	Deferment End Date	Interest Accrued during Deferment Program	Oct 2021 Statement	Nov 2021 Onwards
10 Jul 2021	1 Oct 2021	Aug 2021 – Sep 2021 Total: 2 months	7 Oct 2021	Nov 2021 - Aug 2023
-	-	RM147.92 = RM6,827.04 x 13% x 2/12 months	RM484.86 =RM147.92 (Accrued Interest) + RM336.94 (14 <sup>th</sup> Monthly Instalment)	RM336.94/ month

**Note:**

\*While the RCP monthly instalment amount is required as 100% minimum due, the additional accrued interest amount will not be required as 100% minimum due when customer opt out from the Deferment Program.

Sample minimum due calculation using the example above:

	Amount	Minimum Due
Accrued Interest	RM147.92	5% x RM147.92
Month 14 Instalment	RM336.94	RM336.94
<b>Total payment due</b>	<b>RM484.86</b>	<b>RM344.34</b>

		You may call Citibank Contact Centre at 03-2383 0000 from 9.00 a.m. to 6.00 p.m. to make an opt-out request.
<b>General</b>		
9	How do I check on my request status?	<p>Your request will be processed within 5 calendar days. You will receive an SMS notification stating that your request has been completed.</p> <p>Please ensure your registered mobile/email details with the bank is/are updated. You may update your personal details via Citi Mobile® App or contact our Citibank Contact Centre at 03-2383 0000 from 9.00 a.m. to 6.00 p.m.</p>
10	Can I request for the Deferment Program to be longer than 6 months?	No, the maximum allowable period is fixed at 6 months.
11	If I enrol into the Deferment Program, will there be any adverse impact on my CCRIS record?	Your CCRIS record will not be adversely affected and/or classified as restructuring/rescheduling (R&R) if you enrol into the Deferment Program.
12	How are payment(s) made to the RCP instalment plan treated during the deferment period?	If payment is made to the RCP instalment plan during the deferment period, the payment will be treated as an advance payment if there is no payment due. If the account has a payment due (e.g. from your continued spend on the credit card or any payment due from your existing instalment products), the received payment will be used to deduct the amount due accordingly.