

FAQ on Citibank Financial Relief Measures

Updated as of 9 October 2020

Please check here regularly for the latest updates.

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No	Question	Answer							
Payment Deferment for Loans/Financing									
1	What is the automatic deferment of loan / financing or repayments / payments (otherwise known as the automatic moratorium)?	<p>It is a temporary deferment or suspension of loan / financing repayments / payments obligation (principal and interest / rental / profit) for 6 months starting 1 April 2020.</p> <p>During this period, individuals and SMEs borrowers with loan / financing that meet the eligibility criteria as mentioned in Q4 below do not need to make any payments for 6 months (from 1 April to 30 September 2020), and there will be no late fees or penalty charges imposed.</p>							
2	What is the objective of the deferment program?	<p>The objective of Citi's deferment program is to provide some relief to individuals and businesses who face temporary financial constraints arising from the COVID-19 pandemic.</p> <p>We hope that this support would allow individuals and businesses to be protected against financial challenges during this period.</p>							
3	Which Citi loan / financing products qualify for the deferment?	<p>Citibank Instalment Loans (also known as Citi Personal Loans), Unsecured Term Loans, Citibank Ready Credit, Mortgage Products (Residential Loan / Financing and Commercial Property Loan).</p> <p>For the details of the applicable Mortgage products, please refer to the table below.</p> <table border="1" data-bbox="537 1041 1468 1516"> <tbody> <tr> <td>Conventional Term Loan</td> <td>Citibank Housing Loan Citibank FlexiHome Loan Citibank ShopHouseLoan Citibank Staff Housing Loan</td> </tr> <tr> <td>Islamic Home Financing</td> <td>Citibank Home Partner-i Citibank Home Financing-i</td> </tr> <tr> <td>Amortizing Revolving Mortgage & Overdraft Loans</td> <td>Citibank Homecredit 1 Citibank Homecredit 2 Citibank Mortgage Power 1 Citibank Mortgage Power 2 Citibank Business Power</td> </tr> </tbody> </table> <p>For the details of other applicable loan / overdraft products, please refer to the table below.</p> <table border="1" data-bbox="537 1650 1468 1753"> <tbody> <tr> <td> Citibank Overdraft against Time Deposit (ODTD) Citibank Portfolio Power (Overdraft) (PP) Citibank Share Margin Financing (SMF) </td> </tr> </tbody> </table>	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) Citibank Portfolio Power (Overdraft) (PP) Citibank Share Margin Financing (SMF)
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4	How do I apply for the automatic deferment program?	<p>There is no action required from you, as this deferment program will be automatically applied to your eligible Citi loan / financing product(s) provided:</p> <ul style="list-style-type: none"> • the loan / financing is denominated in Malaysian Ringgit • you have an outstanding loan / financing amount as at 1st April 2020 • your loan / financing amount is not in arrears for more than 90 days as at 1st April 2020 • for loans with overdraft facilities and share margin financing, the deferment applies to the amounts in excess of the approved limit, since these outstanding amounts withdrawn over the approved limit are contractually due for repayment.
5	Will there be any fees / charges imposed, for me to enjoy the deferment program?	There will be no fees / charges associated with the provision of this deferment.
6	Would loans / financing that become 90 days past due on 1 April 2020 itself qualify for the deferment program?	Yes, subject to the eligibility criteria stated in Q4 .
7	If my statement date was in March 2020, but my payment due date is after 1 st April 2020, can my loan/financing still qualify?	<p>Yes, an eligible loan / financing product with a payment due date in April will be automatically deferred subject to the following criteria:</p> <ul style="list-style-type: none"> • the loan / financing is denominated in Malaysian Ringgit • your loan / financing amount is not in arrears for more than 90 days as of 1st April 2020
8	Will I be charged additional interest / rental / profit on the deferred payment / repayment amount during the deferment period?	<p>The interest / profit will continue to be charged / accrued during the deferment period but will not be compounded.</p> <p><u>Citibank Instalment Loans and Unsecured Term Loans</u></p> <p>After the deferment period, Any interest accrued during the deferment period will be billed and form part of the balances outstanding. Your loan maturity date will be automatically extended to accommodate for the unbilled 6 month instalment and interest accrued during the deferment program.</p> <p>The tenure extension will not result in further interest accrual or compounding on your account.</p> <p>Your monthly instalment amount should remain unchanged and you would be informed by the bank should there be any changes to your monthly</p>

repayments. Your Payment due date would remain the same and you are required to resume payment for the remaining balance of your loan from October 2020 onwards.

Kindly refer to the illustration provided at Q9 for details.

Citibank Ready Credit

Minimum monthly payments will be deferred until the deferment period ends, but the interest would continue to be accrued (but not compounded) throughout the deferment period. Post-deferment period, the interest accrued will be added into the outstanding balance and minimum monthly payments will resume to be demanded.

Conventional Term Loan (Mortgage)

The interest will continue to be charged / accrued on the principal outstanding balance during the deferment period but will not be compounded. The interest amount accrued will be added into the principal loan outstanding balance for re-computation of monthly instalment. Therefore, you are required to make a higher repayment amount in subsequent months from October 2020 onwards to repay the principal and interest accrued during the deferment period.

If your account is in arrears prior to the deferment program, you are required to repay the arrears amount on the 7th month upon expiry of the deferment program.

Islamic Financing

All rental / profit accrued together with the principal amount deferred during the deferment period will be made payable by you at the end of the financing tenure but will not be compounded. Customers are advised to consult the bank for repayment options should they face any challenges in making the final payment of the financing.

Amortizing Revolving Mortgage (Homecredit 2 and Business Power)

The quarterly amortization is stopped for two (2) quarters from 1 April 2020 to 30 September 2020. The amount that has to be amortized during the deferment period will be readjusted starting in October 2020 based on the remaining loan tenure. The interest amount accrued during the deferment period will not be compounded and will be added into the principal loan outstanding balance for re-computation of interest upon expiry of the deferment program. No payment is required if the unutilised amount is sufficient to cover the 6-month deferred interest amount. Any amount exceeding the approved line limit will be payable in October 2020. The

		<p>deferment applies to the usage amount within the approved line limit as well as balances in excess of the approved limit as at 1 April 2020 in view that the excess amount is contractually due for repayment. However, please maintain your line usage within the line limit to avoid interest imposed on the excess amount utilized.</p> <p>Note: Please refer to the details below for accounts with balances in excess of the loan approved limit.</p> <p><u>Overdraft Facilities (Homecredit 1, Homecredit 2, Mortgage Power 1, Mortgage Power 2, Business Power, Overdraft against Time Deposit, Portfolio Power and Share Margin Financing)</u></p> <p>The deferment applies only to the balances in excess of the approved limit as the excess amount is contractually due for repayment, as at 1 April 2020. The interest amount accrued will not be compounded and will be added into the principal loan outstanding balance for re-computation of interest upon expiry of the deferment program. The total interest deferred during the deferment period and any over limit will be made payable by you as a lump sum payment at the end of the program in October 2020.</p> <p>If you require any assistance on your repayment options after the payment deferment period, please contact Citibank.</p>								
9	<p>What would my new payment / repayment look like after the 6 months deferment period?</p>	<p>Please refer to the illustration below for more details:-</p> <p><u>Mortgage – Conventional Term Loan:</u></p> <table border="1" data-bbox="537 1136 1500 1308"> <thead> <tr> <th>Monthly Instalment Before Deferment Program</th> <th>Monthly Instalment After Deferment Program</th> </tr> </thead> <tbody> <tr> <td>RM2,380</td> <td>RM2,450 (You monthly instalment will increase by RM70)</td> </tr> </tbody> </table> <p><u>Islamic Home Financing</u></p> <ul style="list-style-type: none"> • Citibank Home Partner-i <table border="1" data-bbox="537 1413 1500 1749"> <thead> <tr> <th>Monthly Payment Before Deferment Program</th> <th>Monthly Payment After Deferment Program</th> </tr> </thead> <tbody> <tr> <td>RM2,380</td> <td>RM2,380 (There will be no increase in your monthly payment. The 6 months rental accrued together with the principal amount deferred during the deferment period will be made payable by you at the end of the financing tenure – given that there is no rate change during the deferment period)</td> </tr> </tbody> </table>	Monthly Instalment Before Deferment Program	Monthly Instalment After Deferment Program	RM2,380	RM2,450 (You monthly instalment will increase by RM70)	Monthly Payment Before Deferment Program	Monthly Payment After Deferment Program	RM2,380	RM2,380 (There will be no increase in your monthly payment. The 6 months rental accrued together with the principal amount deferred during the deferment period will be made payable by you at the end of the financing tenure – given that there is no rate change during the deferment period)
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- Citibank Home Financing-i

Monthly Payment Before Deferment Program	Monthly Payment After Deferment Program
RM2,380	RM2,380 (There will be no increase in your monthly payment. 6 months profit accrued during the deferment period will be made payable by you at the end of the financing tenure together with the remaining principal amount. This is a fixed repayment schedule product.)

The above illustrations are based on below assumptions:

- Loan / financing amount: RM500,000
- Interest rate: 3.95% p.a. (interest / rental / profit is not compounded during deferment period) (Base Rate / Base Lending Rate/ Base Financing Rate as of 1 April 2020 is at 3.15% p.a. and 6.30%p.a. respectively)
- Original tenure: 30 years with remaining tenure of 29 years
- Principal and interest / rental / profit payment deferred during deferment period
- No extension of tenure after deferment period

Amortizing Revolving Mortgage

Interest Payment Before Deferment Program	Interest Payment After Deferment Program
RM9,957*	RM9,875 (Savings of RM82)

*Note: The above 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 below assumptions:

- Line amount: RM1,000,000
- Amount utilized: RM500,000
- Interest rate: 3.95% p.a. (interest is not compounded during deferment period) (Base Rate / Base Lending Rate as of 1 April 2020 is at 3.15% p.a. and 6.30%p.a. respectively)
- Interest payment deferred during deferment period
- No extension of tenure after deferment period

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

Loan Outstanding Balance Before Deferment Program (as at 1 April 2020)	Loan Outstanding Balance After Deferment Program
RM500,000	RM512,232 (The lump sum amount which is made payable by you in October 2020 will be RM30,460 comprising of 6 month 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 April 2020): RM500,000 (with over limit amount of RM20,000)
- Interest rate: 3.95%p.a. on approved line amount; 9.80%p.a. on over limit amount (Base Rate/ Base Lending Rate as of 1 April 2020 is at 3.15% p.a. and 6.30%p.a. respectively)
- Interest payment will be deferred during deferment period.
- No extension of tenure after deferment period.

Citibank Instalment (Personal) Loan/Unsecured Term Loans

If your loan tenure has 6 months or more remaining upon end of Deferment Program:

Example :-

Monthly Instalment Amounts		
Before Apr 2020	During the deferment period (Apr 2020 – Sep 2020)	Oct 2020 – End of Loan Tenure (Extended by 6 months + 2 months)
RM498	RM0	RM498

The above illustration is based on the following assumptions:-

- Outstanding loan amount of RM15,000 as at 1st April 2020, 12% EIR p.a., Original Loan tenure of 36 months
- No repayments are made during the deferment period (from April to September 2020)
- The interest accrued across the deferment period is based on the outstanding principal balance as at 1st April 2020, frozen for a period of 6 months. In this scenario, that would be RM15,000 x (12% / 12 months) x 6 months = RM900
- Loan tenure will be extended by RM900/RM498 = 2 months on top of the 6-month deferment. The final instalment amount for the last

		<p>month of your loan tenure will be RM 402, which could be less than your usual monthly instalment.</p> <ul style="list-style-type: none"> • There will be no other fees or charges applicable during the deferment period. <p>If you require any assistance on your repayment options after the payment deferment period, please contact Citibank.</p>
10	Will I be notified upon auto-enrolment into the deferment program?	Yes, you will receive a SMS stating the specific loan / financing product that has been auto-enrolled.
11	I want to continue with my loan / financing repayments. Can I opt-out?	<p>Yes, you may opt-out by following the below options:</p> <ol style="list-style-type: none"> You may call Citibank Contact Centre from 8.00 a.m. to 10.00 p.m. For residential / commercial property loan / financing, you will receive a SMS confirming your automatic enrolment into the deferment program. Please be reminded that if you opt-out, you must continue to make timely and full payment of your loan / financing. You may opt-out by: <ol style="list-style-type: none"> Replying to our SMS with "REJECT" <space> loan account number". Please submit your opt-out request on or before 30 April 2020. Once you have opted out from the deferment program, please ensure you make the next monthly instalment as usual on the payment due date. You will be deemed to have opted out of the loan / financing deferment if you make payment/(s) exceeding your one month monthly instalment amount into your loan / financing account during the deferment period. It is advisable for you to keep to this deferment program as the program is meant to assist you during this period. <p>Note: For customer holding Citibank FlexiHome Loan, the fund available in Flexi Current Account will not be treated as payment. The standing instruction from the Flexi Current Account will be automatically suspended during the deferment period unless you opt-out. Nevertheless, the Interest Offset feature will continue and customer may enjoy the daily interest calculation for interest savings.</p> <p>Your request to opt-out will be processed within 7 business days from the date received and will be applied to the next payment due.</p>
12	Can I select the length of deferment to be longer than 6 months?	No, the deferment is only for 6 months.

13	Will my CCRIS records be adversely affected as a result of the deferment?	No. Payments deferred during the deferment program will not affect your CCRIS record. However, you will need to resume and honor the deferred instalments and interest / profit / rental accrued after the deferment period has ended.
14	In view that there is no payment during the deferment period, will my account be triggered with default rate?	Deferred payments will not result in defaulted payments. The default rate will not be triggered during the deferment period.
15	Does this deferment program apply to newly approved / disbursed loans / financing?	<p>It will only be automatically applied to the existing approved Citi loans / financing products outstanding as at 1 April 2020, subject to the eligibility criteria stated in Q4.</p> <p><i>[Citibank Instalment (Personal) Loans / Unsecured Term Loans]</i> Customers with new unsecured loans / financing disbursed after 1 April 2020 can choose to apply for a deferment by 31 December 2020, provided the loan / financing amount is not in arrears for more than 90 days at the point of request and subject to the bank's approval.</p>
16	Can I opt-out at any time during the 6- month deferment period if my financial position recovers?	<p>Yes, you may opt-out at any point during the deferment period. If you opt-out, you must continue to make timely and full payment of your loan / financing.</p> <p>You may opt-out by following the below options:</p> <ol style="list-style-type: none"> a. You may call Citibank Contact Centre from 8.00 a.m. to 10.00 p.m. b. For residential / commercial property loan / financing, you will be deemed to have opted out of the loan / financing deferment if you make payment/(s) exceeding your one month monthly instalment amount into your loan / financing account during the deferment period. It is advisable for you to keep to this deferment program as the program is meant to assist you during this period. <p>Note: For customer holding Citibank FlexiHome Loan, the fund available in Flexi Current Account will not be treated as payment. The standing instruction from the Flexi Current Account will be automatically suspended during the deferment period unless you opt-out. Nevertheless, the Interest Offset feature will continue and customer may enjoy the daily interest calculation for interest savings.</p> <p>Your request to opt-out will be processed within 7 business days from the date received and will be applied to the next payment due.</p>

17	My loan / financing is in default, is it still qualified for the deferment program?	It is not if it is already more than 90 days in arrears.
18	Does this deferment program apply to loan/ financing with maturity date between 1 April and 30 September 2020?	<p>Yes, the deferment program is applicable to all eligible loan / financing regardless of outstanding balance or remaining tenure, subject to the eligibility criteria stated in Q4. Your loan interest / rental / profit will continue to be charged / accrued on the principal outstanding balance during the deferment program but will not be compounded.</p> <p><i>[Citibank Mortgage Products]</i> You will enjoy the full 6-months deferment program where the interest continues to be charged/ accrued during deferment period. In this case, you will be required to make a lump sum payment (which is inclusive of all interest / rental / profit accrued during the deferment period and principal loan outstanding balance). This amount is due and payable after the deferment program on your loan/ financing maturity date in October 2020.</p> <p><i>[Citibank Instalment Loans/Unsecured Term Loans]</i> The tenure for these products will be extended by 6 months accordingly, and the interest accrued during the deferment period will be made payable after the deferment program ends. Kindly refer to Q9 for further details.</p>
19	Will loans / financing that have already been accorded a deferment under a previous Restructured and Rescheduled (R&R) exercise be eligible for another 6 months of deferment under the automatic deferment?	<p>Loans / financing that have already been accorded a deferment under previous R&R by Citibank are eligible subject to the eligibility criteria:</p> <ul style="list-style-type: none"> • the loan / financing amount is outstanding as at 1st April 2020 • your loan / financing amount is not in arrears for more than 90 days as at 1st April 2020 • your loan / financing is denominated in Malaysian Ringgit <p>For queries pertaining to loans / financing currently enrolled under Agensi Kaunseling dan Pengurusan Kredit (AKPK), kindly contact AKPK directly for assistance.</p>
20	If I require restructuring/ rescheduling (R&R) of my loan after the deferment period, will the loan/ financing be classified as R&R in CCRIS?	<p>No. Any requests for R&R received on or before 31 December 2020 will not be classified as R&R loans in CCRIS.</p> <p>For requests received after 31 December 2020, the classification of the loan as R&R loan applies.</p>
21	I currently have a Direct Debit / Standing Instruction (SI) set up to pay my loans / financing	<p><i>[For Direct Debit / Standing Instructions initiated by Customers]</i></p> <p>Yes, please cancel any Direct Debit / Standing Instructions (initiated with another bank) or Standing Instruction (signed up/ set-up by yourself via</p>

	<p>repayments. Do I need to cancel this?</p>	<p>Citibank Online) related to your loans / financing products that are eligible for the deferment program. We will not be able to cancel any instructions including instructions within Citibank on your behalf. Please be reminded that you are required to reinstate the Direct Debit / Standing Instruction immediately upon opt-out from the deferment program to ensure payment to the loan / financing is not interrupted after the deferment period.</p> <p><i>[For Direct Debit / Standing Instructions initiated by Customers via Citibank]</i></p> <p>No, you will not be required to cancel the Direct Debit / Standing Instruction initiated via Citibank for your mortgage loans / financing. It will be automatically suspended throughout the moratorium period (with the exception for accounts with overdue amount)*. For customer holding a Citibank FlexiHome Loan, the funds available in Flexi Current Account will not be treated as payment. The Standing Instruction from the Flexi Current Account will be automatically suspended during the deferment period (with exception to overdue amount)*. Nevertheless, the Interest Offset feature will continue and customer may enjoy the daily interest calculation for interest savings. You will not be required to reinstate the Direct Debit / Standing Instruction as it will automatically resume once the deferment program ends.</p> <p>*For accounts with overdue amount, the Direct Debit / Standing Instruction will continue until all amount in arrears as at 1 April 2020 is cleared.</p> <p>Kindly refer to Q11 on methods of how to opt-out.</p>
22	<p>How are payment/ (s) made to loans / financing accounts treated during the deferment period?</p>	<p><i>[For All Mortgage Loan / Financing]</i></p> <p>You will be deemed to have opted out of the loan / financing deferment if you make payment/(s) of more than 1 month into your loan / financing account during the deferment period. Please be reminded that if you have opted-out at any time during the deferment period, you must continue to make timely and full payment of your loan / financing.</p> <p><i>[Citibank Instalment Loans / Unsecured Term Loans]</i></p> <p>If payment is made to the deferred loan/financing account during the deferment period, the payment will be treated as an advance payment if there is no overdue payment. If the account has an overdue payment, the received payment will be used to deduct the overdue amount accordingly. You will not be opted out from the payment deferment program unless you specifically follow the opt-out options as stated in Q11.</p>

		<p><i>[Citibank Ready Credit]</i> Payments made during the deferment period would be treated as normal payments and would subtract your monthly outstanding amount. You will not be opted out from the payment deferment program unless you specifically follow the opt-out options as stated in Q11. You are required to continue service the monthly minimum payment post the payment deferment period.</p>
23	If the borrower / customer has multiple loans / financing with Citibank, and one of these loan / financing is in arrears (i.e. arrears exceeding 90 days), would the other loans / financing / facilities continue to qualify for the deferment?	The deferment program is applied on a per facility / product basis, and if the loan / financing facility meets the eligibility criteria as outlined in Q4 above, the deferment / moratorium will apply only for those facilities.
24	Do I need to provide proof that I have been affected by COVID-19 outbreak?	No, this is an automatic deferment of 6 months for loan / financing repayments to individuals and SME.
25	Will I get an extension of tenure for my loans / financing under deferment program?	<p><i>[Citibank Instalment Loans/Unsecured Term Loans]</i> Your loan maturity date will be automatically extended to accommodate for the unbilled 6 month instalment and interest accrued during the deferment program.</p> <p><i>[Citibank Mortgage Products]</i> Your loan / financing tenure will not be automatically increase for residential / commercial property loan / financing. Please note that the consequential extension of tenure beyond the maximum financing tenure arising from the automatic deferment program is allowed upon request, by no more than 6 months. In other words, the extension beyond the maximum financing tenure is only for a maximum of 6 months.</p>
26	How will this impact my ability to take new loans / financing in the future?	There will be no impact. You may apply for any new loans / financing with Citibank, subject to the bank's approval.
27	If I have missed two months payment on my loan/financing account, will my CCRIS report continue to show 2	<p>Yes, the account status as at 1 April 2020 remains unchanged throughout the deferment period.</p> <p>In this case, your CCRIS report will continue to show 2 months in arrears until 30 September 2020, unless you make payment into your loan/</p>

	<p>months in arrears when the payment deferment starts on 1 April 2020?</p>	<p>financing account to settle the amount in arrears during the deferment period.</p>
28	<p><i>[Only applicable to Mortgage Loans / Financing]</i> How would this deferment program affect customers who have performed advance instalment(s), e.g. using payment using withdrawal of EPF fund?</p>	<p>You will enjoy the deferment program in the event the payment in excess of your monthly instalment amount as at 1 April 2020 does not exceed the payment due date of 30 September 2020. For example, if you have already paid an excess amount of 3 months, you will enjoy the deferment program for the remaining 3 months up to 30 September 2020.</p> <p>For any payment in excess of your monthly instalment amount exceeding the due date of 30 September 2020, you will be deemed as not eligible for the program.</p>
29	<p><i>[Only applicable to Mortgage Loans / Financing]</i> All EPF members can make withdrawals from Account 2 for below purposes:</p> <ul style="list-style-type: none"> To reduce/ redeem housing loan balance. To make payment of housing loan monthly installment. <p>How will the payment received from EPF withdrawal be treated during the deferment period?</p>	<p>If your account is up to date, any excess payment received will be treated as pay-ahead (capped at 3 months). If there is amount in arrears in your account (subject to it not exceeding 90 days as at 1 April 2020), any payment received will be used to clear the amount in arrears and the excess payment will be treated as pay-ahead (capped at 3 months). However, do note that any payment/(s) received exceeding one (1) month instalment payment during the deferment period will be treated as automatic opt-out from the deferment program.</p>
30	<p><i>[Only applicable to Mortgage Loans / Financing]</i> Will my interest / rental rate be affected in the event there is a change in the Overnight Policy rate (OPR) and Statutory Reserve Requirement (SRR) revision?</p>	<p>Do note that in the event there is change in the Base Rate (BR)/ Base Lending Rate (BLR)/ Base Financing Rate (BFR) during the deferment period, your monthly installment / payment amount will be recomputed and communicated to you (based on your product holdings).</p>

31	<p><i>[Only applicable to Mortgage Loans / Financing]</i> My loan / financing is not fully drawn-down yet, am I eligible for the deferment program?</p>	<p>Yes, loan / financing under progressive release is eligible for the deferment program. However, monthly progressive interest will be accrued during the deferment period.</p>
32	<p><i>[Only applicable to Islamic Mortgage Financing – Citibank Home Financing-i]</i> Is there a need for a new aqad (or contract) to be performed in order to accept the automatic deferment program?</p>	<p>A new aqad (or contract) will not be required for the fixed rate Islamic financing (i.e. Citibank Home Financing-i) as the total amount to be paid back is within the original contracted price of the existing contract.</p> <ul style="list-style-type: none"> • The automatic deferment status would be valid for 6 months from 1 April 2020 to 30 September 2020. • All profits accrued together with the principal amount (i.e. monthly payment) deferred during the deferment period along with the last monthly payment amount will be made payable by you at the end of the financing tenure (i.e. bullet payment). • You are advised to consult us for payment options should you face any challenges in making the final payment of the financing including if you require an extension to the tenure of your financing facility. Please note that the consequential extension of tenure beyond the maximum financing tenure arising from the automatic deferment program is allowed upon request, by no more than 6 months. In other words, the extension beyond the maximum financing tenure is only for a maximum of 6 months. • You may opt-out at any point during the deferment period. If you opt-out, you must continue to make timely and full payment of your financing. There is no extension of tenure and you are required to settle the monthly payment amount due in full immediately.
33	<p>Should I opt-out from the deferment program?</p>	<p>The payment deferment program is meant to be a form of relief and financial assistance for you during this trying time. It is advisable that you carefully consider the option to opt-out before reaching out to us.</p>

34	<p>If my due date is in April 2020 and I have opted out from the deferment program before the due date, will my installment for April 2020 be due as per usual?</p>	<p>Yes. Please ensure there is sufficient funds in your account before or on the repayment due date in April 2020 if you decide to opt-out from the deferment program.</p> <p>Kindly note that your request to opt-out will be processed within 7 business days from the date received.</p>
35	<p>What should I do if I opt out from the deferment program prior to the completion of the 6 months?</p>	<p><i>[For All Mortgage Loan / Financing]</i> You are required to settle the principal and interest/ rental/ profit due in full immediately. For example, if you opt-out on 1 July 2020, you are required to settle the instalment amount due from April to June 2020 in full immediately. Besides, you must also make timely payment for any amount due starting from July 2020 onwards.</p> <p><i>[Citibank Instalment Loans/Unsecured Term Loans]</i> The interest accrued during the deferment period will be made payable in the monthly payment subsequent to the deferment period. This accrued interest will not be compounded. The loan tenure will extend by the same number of months as payments deferred.</p> <p><i>[Citibank Ready Credit]</i> The interest accrued during the deferment period will be added to your outstanding balances. Minimum monthly payments based on your outstanding balances will resume to be demanded in the similar manner to payments prior to the Deferment Program.</p>
36	<p>If I have opted out from the automatic deferment program on 1 April 2020, but later decide to opt in (e.g. on 1 June 2020), can Citibank still grant a deferment for my loan? If yes, for how long?</p>	<p>You may submit your request to Citibank. However, the deferment program provided after 1 April 2020 is not automatic and is subject to bank's internal assessment and approval.</p>
37	<p>Will I be notified on my new payment schedule/ revised monthly installment (or repayment amount in the case of overdraft facilities) after the 6-month deferment period?</p>	<p>The monthly instalment/ loan repayment will commence at the end of the payment deferment period (depending on the payment due date) with repayments adjusted accordingly (based on your product holding) to reflect the interest/ rental/ profit accrued/ charged as well as the deferred principal payment during the deferment period.</p> <p>We will advise you at a later stage on the revision to the loan/ financing schedule and effective date, taking into consideration the payment deferment program. This advice will be communicated to you before your payment is due in October 2020.</p>

		<p><i>[Only applicable to Mortgage Loans / Financing]</i> For avoidance of doubt, the interest/ rental/ profit accrued during the payment deferment period is still subject to adjustments to the prevailing Base Rate/ Base Lending Rate/ Base Financing Rate (except for Citibank Home Financing-i as this is a fixed rate product with fixed payment).</p>
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No.	Question	Answer
Payment Deferment on Citi Commercial Products		
1	What is the deferment of repayments (otherwise known as the moratorium)?	<p>It is a temporary deferment or suspension of financing repayments (otherwise known as your monthly charge card payment) program for 6 months.</p> <p>During this period, companies that meet the eligibility criteria do not need to make any payments for 6 months.</p>
2	What is the objective of the deferment program?	<p>The objective of Citi's deferment program is to provide relief to individuals and businesses who face temporary financial constraints arising from the COVID-19 pandemic.</p> <p>We hope that this support would allow you to be protected against financial challenges during this period.</p>
3	What are the Citi commercial products that qualify for the deferment?	<ul style="list-style-type: none"> • Citi Business Signature • Citi Travel Account
4	Would this deferment program will be automatically applied to Citi commercial products?	No, Companies / account holders are required to opt in for the 6- month moratorium.
5	How do I apply for the deferment program?	<p>You may opt in via the following options:</p> <p>a) You may call Citibank Contact Centre from 8.00 a.m. to 10.00 p.m. at 03-2383 3388</p> <p>b) Contact your Relationship Manager</p>
6	Is there a time window for such requests to be made?	Yes, Companies / account holders can apply for the 6-month moratorium from 1 st April 2020 until, and on, 31 th December 2020.
7	Can I cancel my participation during the tenure of the deferment program or midway if my financial position recovers?	<p>You may opt-out by following the below options:</p> <p>a) You may call Citibank Contact Centre from 8.00 a.m. to 10.00 p.m. at 03-2383 3388</p> <p>b) Contact your Relationship Manager</p>
8	Will I be notified upon enrolment into the deferment program?	Yes, you will receive a confirmation from your Relationship Manager upon successful of the enrollment.

9	Can I select the length of deferment to be longer than 6 months?	No, the deferment is only for 6 months.
10	Will my CCRIS records be adversely affected as a result of the deferment?	No, it will not be affected. However, you will need to honor the payment on full outstanding amount once the deferment period ends.
11	My Citi Business Signature / Citi Travel Account is in default, am I still qualified for the deferment program?	Yes, provided the outstanding amount is not in arrears for more than 90 days at the date of application.
12	Can I continue to use my Citi Business Signature / Citi Travel Account during the deferment period?	No. Your Citi Business Signature / Citi Travel Account will be temporarily blocked during the deferment period. No usage will be allowed during this period
13	Can I continue to use my Citi Business Signature / Citi Travel Account after the deferment period?	Yes, upon full settlement on the deferred payments / outstanding balance.

No	Question	Answer
Credit Card Relief Conversion Plan		
1	Is there any similar program for Credit Card balances that can ease my financial burden?	<p>Yes. You can choose to convert your Citi Credit Card's outstanding balances to an instalment loan at 13% effective interest rate (EIR) per annum, for a tenure of 36 months; subject to the bank's approval. This is known as the Relief Conversion Plan.</p> <p>More information on the Product Disclosure Sheet here. More information on the Terms & Conditions here.</p>
2	Will I be automatically enrolled into the Relief Conversion Plan?	<p>Starting 1st April 2020, you will be automatically enrolled when you miss 3 payments. If you have already missed 3 payments by 1st April, you will be automatically enrolled upon 1st April 2020.</p> <p>Credit card accounts more than 90 days past due as at 1st April 2020 will not be automatically enrolled.</p> <p>The automatic enrolment of eligible credit card accounts will only take place until 31st December 2020.</p> <p>Your outstanding balance will be converted within 7 business days upon missing your 3rd payment.</p>
3	Can I apply to (manually) enroll into the Relief Conversion Plan?	<p>If you have yet to miss 3 payments, you may choose to apply and opt in manually by sending a SMS from your registered mobile number* with 'BALCONVERT <space> 16-digit card no' to 66399; i.e. 'BALCONVERT XXXXXXXXXXXXXXXXXXXX', subject to the following conditions:</p> <ul style="list-style-type: none"> Your credit card account/(s) is not more than 90 days past due as at the point of request. The manual enrolment request is made by 31 December 2020. <p>Your application is subject to the Bank's approval. If approved, your outstanding balance will be converted within 7 business days upon manual request.</p> <p>*Mobile number that is registered with Citibank. We will not be executing any requests received from a different mobile number.</p>
4	Will my existing cards instalments be included in the amount converted as well?	<p>For the automatic enrolment, all of your outstanding balance will be converted into the instalment loan. This includes your outstanding credit card balance (retail and cash balance). For customers who have missed 3 consecutive payments, all unbilled principal amount from any existing cards instalments that you may have, such as Citi Easy Payment Plan, Citi FlexiBill, Citi PayLite, Balance Transfer via Instalment and/or Quick Cash</p>

		<p>are regarded as due and deemed payable immediately. Hence, it will be converted under the outstanding balance as well.</p> <p>If you choose to opt in instead, only your outstanding credit card balance (retail and cash balance) and existing Balance transfer plan will be converted into instalment under the Relief Conversion Plan. Existing unbilled cards instalment such as Citi Easy Payment Plan, Citi FlexiBill, Citi PayLite, Balance Transfer via Instalment and Quick Cash are not eligible for conversion.</p>
5	Is there any minimum amount for the Relief Conversion Plan?	<p>Effective 7th April 2020, a minimum outstanding balance of RM1,000 is required for both automatic enrolment and manual opt in to the Relief Conversion Plan.</p> <p>Kindly refer to Q4 for the balances that will be converted into the instalment loan.</p>
6	Am I allowed to add an additional amount to be converted to the instalment loan?	The amount to be converted into instalment loan is based on the balance (as defined in Q4) at the point of conversion only.
7	Will I be informed if I have been automatically enrolled into this plan?	Yes, you will receive a SMS stating that you have been successfully enrolled. This applies for manual applications as well.
8	How do I opt-out of this plan?	<p>Yes, you may opt-out by calling Citibank Contact Centre from 8.00 a.m. to 10.00 p.m.</p> <p>Kindly note that you may only opt-out of your automatic enrolment. Customers that manually enroll cannot opt-out, but may opt for an early termination as stated in Q12 below.</p>
9	Will my CCRIS record be affected?	<p>Your CCRIS record will not be adversely affected if your credit card account is in arrears for 90 days or less at the point of conversion.</p> <p>However if your credit card account is already non-performing (in arrears for more than 90 days), this will be reflected in your CCRIS record.</p>
10	Can I apply for the 6-month deferment program on the Relief Conversion Plan?	<p>Yes, you can. The deferment will only apply to the amount converted by the Relief Conversion Plan.</p> <p>Each Relief Conversion Plan can only apply for the Deferment Program once (regardless of automatic or manual enrolment) before 31 December 2020.</p>

		<p>To apply and manually opt in for both the Relief Conversion Plan and 6-month deferment on the said plan, you may send a SMS from your registered mobile number* with 'PAYDEFER <space> 16-digit card no' to 66399; i.e. 'PAYDEFER XXXXXXXXXXXXXXXXXXXX'. If you have already enrolled into the Relief Conversion Plan, you may still send the above SMS solely for the 6-month deferment program.</p> <p>The consequential extension of tenure by 6 months arising from the deferment will be automatically applied post-deferment.</p> <p>You will have to honor the minimum payment due in the event of any new outstanding balances billed to your credit card. Any unpaid minimum payments in this scenario will contribute to your delinquency status and in turn affect your CCRIS rating.</p> <p>Applications for the deferment program are subject to the bank's approval.</p> <p>*Mobile number that is registered with Citibank. We will not be executing any requests received from a different mobile number.</p>
11	Is there interest accrued during the 6-month deferment period?	<p>Yes, the interest will continue to be accrued during the deferment program.</p> <p>You will need to resume the instalments / minimum repayments and honor the additional accrued interest once the deferment period has ended. Hence, your instalment/repayment amount will increase after the deferment period from the addition of the interest accrued. Kindly refer to the illustration below for details.</p> <p>The accrued interest and the first / subsequent monthly instalment will be charged to your credit card post the deferment period.</p> <p>Illustration:</p> <p>Your Relief Conversion Plan (RCP) for RM10,000 was booked on the 1st April 2020 and statement cycle is on 7th every month.</p> <p>Customer equal monthly instalment is RM336.94 (except month 1)</p> <p>First three months illustration:</p>

Month	Outstanding principal (RM)	Interest	Principal Repayment (RM)	Monthly Instalment (RM)
Month 1	10,000.00	RM10,000 x 13% x (7-1)/366 days = RM21.31	228.61	249.92
Month 2	9,771.39	RM 9,771.39 x 13% x 1/12 months = RM105.86	231.08	336.94
Month 3	9,540.31	RM 9,540.31 x 13% x 1/12 months = RM105.86	233.59	336.94

Scenario 1:

Your 6-month deferment was approved on 5th April **before** your first statement (on 7th April).

		Monthly Instalment Amounts	
Relief Conversion Plan Booked	Accrued Interest during 6 Months Deferment	Oct 2020 Statement	Nov 2020 onwards
1 Apr 2020	1 Apr 2020 – 7 Oct 2020 Total: 189 days	7 Oct 2020	7 Nov 2020 – 7 Sep 2023
RM 10,000	RM 671.31 =RM 10,000 x 13% x 189/366 days	RM 899.92 = RM 671.31 (Accrued Interest) + RM 228.61 (Month 1 Principal)	RM336.94/month

Note:

*RM899.92 will not be demanded as 100% min due as part of Oct 2020 statement.

Total min due calculation:

	Amount	Min due
Accrued Interest	RM 671.31	RM21.31 + 5% x RM 650
Month 1 Principal	RM 228.61	RM 228.61
Total	RM 899.92	RM282.42

RM650 = 6 months accrued interest
= RM 10,000 x 13% x 6/12 months

Scenario 2:

Your 6-month deferment was approved on 10th April after your first statement (on 7th April).

			Monthly Instalment Amounts	
Relief Conversion Plan Booked	Apr 2020 Statement	Accrued Interest during 6 Months Deferment	Nov 2020 Statement	Dec 2020 onwards
1 Apr 2020	7 Apr 2020	8 Apr 2020 – 7 Oct 2020 Total: 6 months	7 Nov 2020	7 Dec 2020 - 7 Sep 2023
RM 10,000	RM249.92	RM 635.14 = RM 9771.39* x 13% x 6/12 months *outstanding principal for Month 2	RM 972.08 =RM 635.14 (Accrued Interest) + RM 336.94 (Month 2 Instalment : Principal + Interest)	RM336.94/ month

		<p>Note: *RM972.08 will not be demanded as 100% min due as part of Nov 2020 statement.</p> <p>Total min due calculation:</p> <table border="1" data-bbox="537 464 1502 737"> <thead> <tr> <th></th> <th>Amount</th> <th>Min due</th> </tr> </thead> <tbody> <tr> <td>Accrued Interest</td> <td>RM 635.14</td> <td>5% x RM 635.14</td> </tr> <tr> <td>Month 2 Instalment</td> <td>RM 336.94</td> <td>RM 336.94</td> </tr> <tr> <td>Total</td> <td>RM 972.08</td> <td>RM 368.70</td> </tr> </tbody> </table>		Amount	Min due	Accrued Interest	RM 635.14	5% x RM 635.14	Month 2 Instalment	RM 336.94	RM 336.94	Total	RM 972.08	RM 368.70
	Amount	Min due												
Accrued Interest	RM 635.14	5% x RM 635.14												
Month 2 Instalment	RM 336.94	RM 336.94												
Total	RM 972.08	RM 368.70												
12	Can I terminate the Relief Conversion Plan before the end of its tenure?	<p>Upon such cancellation or early termination, you are required to repay Citibank the total outstanding principal under the Relief Conversion Plan immediately. There is no early termination fee.</p> <p><i>[If you applied for the Deferment Program:]</i> If you terminate the Relief Conversion Plan during the Deferment Period, the Deferment Program will be cancelled as well. You are required to repay Citibank the total outstanding principal under the Relief Conversion Plan immediately.</p>												
13	What happens if I opt-out of the deferment program during the deferment period?	<p>You can opt out from the deferment and continue to pay the monthly instalments. The accrued interest during the deferment period is required to be paid together with the monthly loan instalment.</p> <p>Illustration: Continue from example highlighted in question 11 above:</p> <p>You have opted in for deferment on 8 April 2020.</p> <p>On 1 Jul 2020, you decided to opt out from the deferment program but will continue to pay for the Relief Conversion Plan monthly instalment amount starting next immediate statement cycle: 7 Jul 2020.</p> <p>You have deferred payment for two months: 7 May and 7 June. Hence, accrued interest will be charged for 2 months only.</p>												

			Monthly Instalment Amounts	
Deferment start date	Deferment end date	Accrued Interest During Deferment	Next statement: Jul 2020	Dec 2020 onwards
8 Apr 2020	1 Jul 2020	8 Apr 2020 – 7 Jul 2020 Total: 3 months	7 Jul 2020	7 Dec 2020 – 7 May 2023
-	-	RM 211.71 = RM 9771.39* x 13% x 2/12 months *outstanding principal for Month 2	RM 548.65 =RM 211.71 (Accrued Interest) + RM 336.94 (Month 2 Instalment : Principal + Interest)	RM336.94/ month
<p>Note: *RM 548.65 will be demanded as 100% min due as part of Jul 2020 statement.</p>				
14	How are payment/ (s) made to the Relief Conversion Plan treated during the deferment period?	If payment is made to the deferred Relief Conversion 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.		
15	In the event my request for the Relief Conversion Plan is not approved, can I still request for the deferment program?	No, the deferment of payments for 6 months is only applicable to the Relief Conversion Plan. It is not applicable to credit card balances.		
16	Can I continue to use my card after converting my balances?	Yes, you can continue to use your Citi credit card up to the remaining credit limit after converting your outstanding credit card balances. The converted outstanding balance is treated as part of the credit limit. The minimum payment due on your credit card after excluding the previously converted balances will still have to be honored.		

		The same applies if you have applied for the deferment program on the amount under the Relief Conversion Plan as well.
17	I have two Citibank credit cards. Can I convert both credit card balances into the same Relief Conversion Plan?	The conversion of your outstanding balances into a Relief Conversion Plan is done separately for each individual credit card. (i.e. 2 Relief Conversion Plans for 2 Citi Credit Cards)
18	Citibank already provides an automatic conversion of credit card balances into an instalment loan. However, I have a monthly salary of RM5,500, which is above the eligible salary segment. Will I still qualify for this Relief Conversion Plan at 13% EIR?	As this is considered as a different program, you can qualify regardless of your income level.
19	After the first automatic conversion, if I am unable to meet my credit card minimum repayments again, will I be automatically enrolled into the Relief Conversion Plan again?	No, the automatic conversion into instalment loan / financing will only be done once during the period from 1 st April till 31 st December 2020.
20	Can I request for a different instalment loan tenure upon converting my outstanding credit card balances?	No, the tenure is fixed at 36 months. However, you may choose to opt for an early settlement as per stated in Q12 .