



## FAQs ON FINANCING RESCHEDULING PACKAGE (FRP) FOR COVID-19 AFFECTED CUSTOMERS

No.	Question	Answer
1.	After 30 <sup>th</sup> September 2020, will BSN grant an automatic extension for the moratorium to the customers?	No. However, in line with the announcement made by the Prime Minister on 29 <sup>th</sup> July 2020, BSN shall grant an extension of moratorium and Financing Rescheduling Package (FRP), which is a targeted banking assistance package that focused specifically to the needy customer.
2.	What will happen after the 6-month moratorium period ends after 30 <sup>th</sup> September 2020.	Starting 1 <sup>st</sup> October 2020, BSN's customers are required to make their monthly instalments as usual.
3.	How can BSN assist me once the moratorium period ends?	BSN has prepared a Financing Rescheduling Package (FRP) to assist customers facing difficulties in servicing existing financing payment(s) / loan repayment(s) affected by the COVID-19 pandemic after the Moratorium period ends on 30 <sup>th</sup> September 2020
4.	Who is eligible to apply for this Financing Rescheduling Package (FRP)?	In general, all BSN customers facing financial difficulties affected by the COVID-19 pandemic can apply for this package. Each application shall be assessed based on certain individual criteria.
5.	What is the classification of customers affected by the COVID-19 pandemic?	<p>Customers identified and classified as affected by the COVID-19 pandemic through the loss / reduction of income are as follows:</p> <ol style="list-style-type: none"> <li>1. Customers who are self-employed affected by income / sales proceeds loss.</li> <li>2. Customers who are subjected to salary deduction by their employer(s).</li> <li>3. Customers who are given unpaid leave by their employer(s).</li> <li>4. Customers whose employment was terminated by their employer(s).</li> <li>5. Household income affected</li> <li>6. Chronic illness</li> <li>7. Temporary business closure</li> <li>8. Business downsized/scaled down</li> <li>9. Increased operation cost</li> <li>10. Cash flow problems</li> </ol>

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		<p>11. Revenue affected due to business located in Movement Control Order (MCO) / Conditional Movement Control Order (CMCO) / Enhanced Movement Control Order (EMCO) / Recovery Movement Control Order areas.</p> <p>12. Vulnerable sectors as identified by BSN.</p>
6.	<p>What is a Financing Rescheduling Package (FRP) for the customers affected by COVID-19?</p>	<p>For customers who have lost their jobs in year 2020 and have yet to find a new one, you can enjoy a targeted extension on their moratorium for a period of three (3) months beginning from 1<sup>st</sup> October 2020.</p> <p>Financing Rescheduling Package (FRP) means <u>lower monthly instalment payment/ repayment</u> for the period set by BSN.</p> <p>The terms and conditions of payment for the financing / loans shall be adjusted to ease the financial burden to those facing difficulties as a result of the COVID-19 pandemic.</p>
7.	<p>How can I apply for this Financing Rescheduling Package?</p>	<p>Customer may submit the application electronically by filling out the form which can be found on the website <a href="http://www.mybsn.com.my">www.mybsn.com.my</a></p>
8.	<p>What are the document(s) required to support my application?</p>	<p>The document(s) below may be requested by BSN at any time. Customers are advised to keep these documents for BSN's reference.</p> <ul style="list-style-type: none"> <li>• For salaried customers : <ul style="list-style-type: none"> <li>(i) latest one (1) month payslip</li> <li>(ii) letter of termination from your employer</li> </ul> </li> <li>• For self-employed customers : <ul style="list-style-type: none"> <li>(i) latest three (3) month bank statement(s) is required</li> </ul> </li> </ul> <p>Customers are also required to provide their consent electronically to fulfil the conditions to participate in this package.</p> <p>In addition to the list above, other supplementary documents may be required on a case to case basis once the application process begins.</p>
9.	<p>Do I need to pay my current instalment while waiting for the approval on my Financing Rescheduling Package (FRP)</p>	<p>Yes. While BSN processing your application, you are still requires to pay your monthly instalment after 1<sup>st</sup> October 2020.</p>

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	after the moratorium period ends?	
10.	Can I apply if my financing / loan account is in arrears?	<p>Financing / loan accounts exceeding 90 days in arrears are NOT ELIGIBLE to apply for instalment reduction through the Financing Rescheduling Package.</p> <p>However, for financing / loan accounts exceeding 90 days in arrears, you can email us at <a href="mailto:covid19crd@bsn.com.my">covid19crd@bsn.com.my</a></p>
11.	What other options do I have if the rescheduling does not fit my financial capabilities or my application has been declined by BSN?	<p>If the package proposed by BSN does not meet customer's financial capabilities or the application is declined by BSN, customers are then advised to take the following steps.</p> <p>a) For individual application, the customer may refer to <i>Agensi Kaunseling &amp; Pengurusan Kredit</i> (AKPK) at 03 2616 7766 for further assistance.</p> <p>b) For micro business application, the customer may ask for assistance through Small Debt Resolution Service (SDRS) at 1300 88 5465 or visit BNM's official website: <a href="http://www.bnm.gov.my">www.bnm.gov.my</a></p> <p>c) For any further inquiry, customers can also call BSN Contact Centre at 1300 88 1900.</p>
12.	When is the deadline for the affected customers to apply for this package?	The deadline for the affected customers to apply for this package is <b>30 June 2021</b> .
13.	How can I find out the status of my application?	BSN shall notify the status of the customer's application via SMS.
14.	Will my CCRIS record be affected if I take up this Financing Rescheduling Package?	Your CCRIS records will not be affected if the monthly payment is made during the financing / loan rescheduling period without fail.
15.	Is there any compounding profit charged under this Financing Rescheduling Package?	The Principle of Beneficence ( <i>Ihsan</i> ) is applied under this Financial Rescheduling Package in alleviating unprecedented social, economic and financial hardship suffered by the eligible customers due to COVID-19 pandemic. The Principle of <i>Ihsan</i> is a fundamental value in Islamic finance and in line with the objectives of Shariah ( <i>Maqasid Shariah</i> ) whereby Islam encourages this principle to be applied in all matters including <i>muamalah</i> (transaction) following the verse of Al-

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		<p>Qur'an in Surah al-Nahl (verse 90) and also the Sunnah from Prophet Muhammad SAW.</p> <p>Based on this principle, there will be no compounding profit charged under this Financing Rescheduling Package.</p>