

Retail 2022 Repayment Assistance (2022 RA)

Retail Loans/Financing 2022 Repayment Assistance under Revised Repayment, Rescheduled & Restructured (R&R) for Performing Individuals and Business Customers affected by COVID-19 Pandemic (2022 RA)

If you are affected by the COVID-19 and require further financial assistance to repay your loan/financing monthly instalments in 2022 you can request OPT-IN for 2022 RA arrangement.

A) 2022 RA eligible criteria:

- i. Available to all individual(s) and all Business customers (exclude credit-impaired and bankrupt/wound-up company); and
- ii. Performing Loan/financing less than 90 days overdue.

Note:

For application of 2022 RA approved under R&R, your account will be tagged as Restructured (T) / Rescheduled (C) in Bank Negara Malaysia (BNM) CCRIS.

B) 2022 RA standard options upon expiring of existing 2021 Repayment Assistance are as follows:

2022 Standard RA Package (Digital and Manual Opt-In)				
Option	Income Reduction	1st 6 months (Rolling 6 months)	7 th to 12 th Month (Rolling 6 months)	13 th Month onwards
		(with reamortization/extension of loan tenure)		
1	≥ 50%	Pay 25% of existing monthly loan/financing instalment	i. 50% of existing instalment; OR ii. Monthly loan interest/ financing profit/ rental (whichever higher)	Resume 100% existing instalment
2	25% to < 50%	Pay 50% of existing monthly loan/financing instalment	i. 50% of existing instalment; OR ii. Monthly loan interest/ financing profit/ rental (whichever higher)	
3	< 25%	Pay 75% of existing monthly loan/financing instalment	i. 75% of existing instalment; OR ii. Monthly loan interest/ financing profit/ rental (whichever higher)	

Notes:

- I. Loan/financing tenure will be extended accordingly at prevailing interest rate on compounding basis (for conventional loan) & at prevailing profit/rental rate on non-compounding basis in accordance to Shariah Principles (for Islamic Financing) at the point of 2022 RA.
- II. For 2022 RA request OPT-IN, instalment (ijarah rental) in arrears (up to maximum 3 months) (if applicable) shall be zeroed and continue to form part of the loan/financing outstanding amount.

C) 2022 RA Standard Turnaround Time

A decision on your request OPT-IN shall be reverted to you within standard turnaround time as follows upon receipt of your request OPT-IN with full information with self-declaration (No documents are required):

Type of Account	Standard Turnaround Time	
	Digital Opt-In	Non-Digital Opt-In
All Individual(s)	24 hours	5 calendar days
Businesses		14 calendar days

D) Request OPT-IN Here for 2022 RA

D (I) Digital Request OPT-IN

[CLICK HERE](#), to promptly request OPT-IN.

Notes:

Digital request OPT-IN for 2022 RA is NOT applicable for :

- I. Trade Bills, Overdraft, Cash Line Facility-i, Islamic Fixed Rate Financing, AKPK account under Debt Management Programme (DMP), Non-SME, Credit Guarantee Corporation Malaysia Berhad (CGC)/Syarikat Jaminan Pembiayaan Perniagaan (SJPP) guaranteed loans/financing and loan/financing under interest/profit/rental servicing.

You may print and 100% complete the non-digital/manual request OPT-IN form and submit/email/deliver to any PBB/PIBB Branches/Credit Control Centres for approval.

Requirements for Digital Request OPT-IN for 2022 RA

1. All customers must maintain valid Hand Phone Number(s) (HP) with the Bank for identity authentication prior to the request OPT-IN.
2. All customers must provide valid authenticated email address(es) at the point of request OPT-IN for digital acceptance of Supplementary Letter of Offer (SLO) via PBB/PIBB website within 7 calendar days from the date thereof which may be extended at the Bank's discretion. The Bank could terminate the above approved offer if you still fail to accept the SLO within 30 calendar days from the date of the SLO.

3. Authorized/empowered keyman(s)/director(s)/partner(s) of SME customers with valid HP number(s) per Bank's record must provide valid authenticated email address(es) for digital acceptance of SLO via PBB/PIBB website within 7 calendar days from the date thereof which may be extended at the Bank's discretion.

D (II) Non-Digital Request OPT-IN

Unable to request OPT-IN digitally? No worries.

You may print and complete the relevant manual request OPT-IN form below and submit or email to any PBB/PIBB Branches/Credit Control Centres with the full information with self-declaration of Debt Service Ratio of $\leq 100\%$ (No documents are required).

$$\left(\begin{array}{l} DSR = \frac{\text{Total Monthly Loan Repayment}}{\text{Total Monthly Income or Projected Surplus Cashflow or EBITDA}} \times 100\% \end{array} \right)$$

[\[Individual\(s\) 2022 RA Manual Form\].pdf](#)

[\[SME\(Micro/Small/Medium\)/Business 2022 RA Manual Form\].pdf](#)

General notes for 2022 RA:

2022 RA will result in a higher overall financial costs at prevailing interest / profit/rental rate at the point of 2022 RA due to reamortised / extended loan/financing tenure.

You may contact your Account Holding Branch or Credit Control Centre to revise the approved/accepted 2022 RA should your financial circumstances improves in order to reduce the overall financial costs in due course.

Alternatively, you may refer your case to Agensi Kaunseling Dan Pengurusan Kredit (AKPK) established by Bank Negara Malaysia (BNM) to provide free services on money management, credit counselling, financial education and debt restructuring. For enquiry, please call AKPK @ 03-2616 7766 or visit AKPK customer portal at www.akpk.org.my

Please be informed that the existing insurance/takaful policy (if any) do no cover the loan/financing extension period arising from the above loan/financing payment period granted.