



No.	Question	Answer
Section 1: Generic questions on moratorium of loan		
1	What is a moratorium of loan repayment?	It is a deferment or suspension of loan payment obligation for a limited period of time. During this period, borrowers/customers with loan that meet the conditions do not need to make any payments, and no late payment charges or penalties will be imposed.
2	What is the moratorium period?	CIMB will provide a 2-month moratorium from October 1, 2020 to November 30, 2020.
3	Will there be a waiver of interest or will I be charged interest during the 2-month moratorium?	Interest will not be waived during the moratorium program and will be accrued but you are not required to make any payments until the end of the moratorium period. You can either pay for the installment due on or before December 31, 2020 or accrue interest only and have it staggered across the remaining tenor of your loan. Interest on the loan will not be compounded during the moratorium period and interest on interest will not be charged . Loan payments will resume after the moratorium period.
4	Can I ask for more than 2 months deferment?	The moratorium period is only for 2 months from October 1, 2020 to November 30, 2020.
5	Do I need to apply?	There is no action required on your part if you wish to participate as the bank will automatically enroll all eligible individual customers.
6	Is this program for all? How do I know if I'm eligible for the 2-month moratorium?	The payment moratorium applies to all loans which are booked and outstanding as of September 15, 2020. The loan must be current as of September 30, 2020.
7	How does this moratorium program work?	During the holiday period, you are not required to pay for your installment due October 1 and November 1, 2020. You may settle your amount due two ways: (A) Payment of installment due on or before December 31, 2020: With your confirmation, you can settle for both October and November installment dues on or before December 31, 2020. To choose this payment option, see item 9. (B) If CIMB does not receive confirmation for option (A) above (Payment of installment due on or before December 31, 2020), only interest will be accrued in our system and it will be staggered

		<p>across the remaining tenor of the loan.</p> <p>Staggering across the accrued interest to the remaining tenor of the loan will extend the maturity by two months. See illustration below.</p> <p>Spread-out Accrued Interest is computed as: Spread-out Accrued interest = total accrued interest during moratorium period / remaining tenor</p> <p>New Monthly Installment is computed as: New Monthly Installment = Monthly Installment + Spread-out Accrued Interest</p> <table border="1"> <thead> <tr> <th>Accrual Month</th> <th>Payment Due</th> <th>Installment Amount</th> <th>Principal</th> <th>Interest</th> <th>Spread-out interest</th> </tr> </thead> <tbody> <tr> <td>August</td> <td>1-Sept-20</td> <td>1,200</td> <td>500</td> <td>700</td> <td></td> </tr> <tr> <td>September</td> <td>1-Oct-20</td> <td>Not Required</td> <td>500</td> <td>700</td> <td></td> </tr> <tr> <td>October</td> <td>1-Nov-20</td> <td>Not Required</td> <td></td> <td>700</td> <td></td> </tr> <tr> <td>November</td> <td>1-Dec-20</td> <td>1,200 (from Oct due)</td> <td></td> <td>700</td> <td></td> </tr> <tr> <td>December</td> <td>1-Jan-21</td> <td>1,340 (with spread out interest)</td> <td>500</td> <td>700</td> <td>140**</td> </tr> </tbody> </table> <p>*Remaining tenor is 10 ** 140 = interest (1,400) / remaining tenor (10)</p> <p>Notes for item 7(B):</p> <ul style="list-style-type: none"> • Increase in installment amount will be effective and be due on January 1, 2021. • Your loan maturity will be extended by 2 months as a result of the 2-month payment moratorium. 	Accrual Month	Payment Due	Installment Amount	Principal	Interest	Spread-out interest	August	1-Sept-20	1,200	500	700		September	1-Oct-20	Not Required	500	700		October	1-Nov-20	Not Required		700		November	1-Dec-20	1,200 (from Oct due)		700		December	1-Jan-21	1,340 (with spread out interest)	500	700	140**
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8	How do I know what my new installment will be?	<p>To gauge how much your monthly installment will increase as a result of the moratorium, you can refer to your loan contract and observe the principal and interest breakdown. The interest portion for the months of October and November will be accrued and the sum of accrued interest can be settled on or before December 31, 2020 or can be staggered across the remaining tenor of your loan.</p> <p>-</p> <p>Example, based on your loan contract, the interest accrued in October is Php 150 and for November is Php 150. It means, total accrued interest is Php 300. The Php 300 will be staggered across the remaining tenor of your loan.</p>																																				
9	How do I enroll / choose to pay my installment amount due on or before December 31, 2020?	<p>You can choose to pay your October and November loan amount due on or before December 31, 2020. To avail, send "PAY <space> <last name>" to 09191611291 on or before October 27, 2020. Ex: PAY CRUZ.</p> <p>You must send the message using the mobile number registered with CIMB Bank Philippines. Otherwise, the Eligible Customer can call the Customer Care Team by dialing #2464 (#CIMB).</p>																																				
<p>Section 2: Additional Questions</p>																																						

10	My loan is past due; can I qualify?	Loans accounts booked on or before September 15, 2020 that are past due as of September 30, 2020 will not qualify for the moratorium program.
11	Does the moratorium apply to newly approved/ newly disbursed/ progressively disbursed loans?	The payment moratorium applies to all loans which are booked and outstanding on or before September 15, 2020. Customers must be current as of September 30, 2020 in order to be eligible for the program.
Section 3: Opt Out Process		
12	I do not mind paying my monthly installment amount. How do I opt out of the program?	<p>If you still want to continue to pay for your installment for October and November, Send NOMORA <Last_Name> to 09191611291 on or before 10/09/2020. Ex: NOMORA CRUZ</p> <p>You must send the message using the mobile number registered with CIMB Bank Philippines. Otherwise, the Eligible Customer can call the Customer Care Team by dialing #2464 (#CIMB).</p> <p>Please make sure you input the correct Last Name as registered in our record. We would highly suggest you to check your LAST NAME on your CIMB Bank PH Mobile app by logging in to the app and go to Profile and Setting</p> <p>A confirmation SMS message will be sent to confirm that we have received your request. Please be reminded that once you opt out of the program, you cannot opt back in again.</p>
13	Until when can I opt-out of the moratorium program?	You can opt out of the moratorium program on or before October 9, 2020. Unfortunately, we will not accommodate any opt out request after October 9, 2020. Please be reminded that once you opt out of the program, you cannot opt back in again.
14	What will happen if I do not opt-out?	If you do not opt-out within the allotted time, your loan will be automatically enrolled to the 2-month loan moratorium program referred to in item #7.
Section 4: Payments Related		
15	<p>What should I do if I already paid for my October 1 amount due?</p> <p>What should I do if I already processed my October 1 due via Auto Debit from a CIMB Account?</p>	If you have processed payment for your October 1, 2020 installment due, this will be treated as advanced payment for your installment due on December 1, 2020. In case of any further clarifications or concerns, you may call the Customer Care Team by dialing #2464 (#CIMB).
16	If I'm currently enrolled for the 2-month moratorium program, but I notice an amount in the interest in CIMB Bank PH App. Do I need to pay?	<p>No. Your account is automatically enrolled for the 2-month moratorium program. You are not required to pay. Resumption of payments will be on December 1, 2020 onwards.</p> <p>If you have processed payment for your October 1, 2020 installment due, this will be treated as advanced payment for your installment due on December 1, 2020.</p>

17	<p><i>(For clients that opted to stagger across the accrued interest during the remaining tenor of the loan)</i></p> <p>I noticed that my maturity date is different when I checked my account online, why did it change?</p>	<p>If you chose to spread out your accrued interest during the remaining tenor of the loan, since you are not required to pay for 2 months (October 1 and November 1), the loan tenure will be extended automatically by 2 months to help ease your payment upon maturity of tenure.</p>
18	<p>I noticed I might end up paying more. Is this the case?</p>	<p>The total repayment amount will increase by the amount of interest accrued during the moratorium program, interest accrued during the period of October 1 to November 30, 2020 will be staggered across the remaining tenure of the loan.</p>
Section 5: Other questions relating to Loans		
19	<p>Will the Bank impose any fees for me to enjoy this moratorium?</p>	<p>There will be no fees or charges imposed for this program.</p>
20	<p><i>(For clients that opted to stagger across the accrued interest during the remaining tenor of the loan)</i></p> <p>Will my loan tenor/maturity change, if I am part of the moratorium?</p>	<p>Since you are not required to pay for 2 months (October 1 and November 1), the loan tenor will not change but your loan maturity date will be extended automatically by 2 months to help ease your payment. If your loan ends on September, 2024, after the moratorium program, it will end November, 2024.</p>
Section 6: Others		
21	<p>Who should I contact for further information or to file a complaint?</p>	<p>a) If you wish to file any complaints, you may contact our Customer Service Officers through following channels:</p> <p>Speak with our Customer Service Officers available from 6am to 10pm from Monday - Sunday: Just dial #CIMB (#2462) on your phone! Local calls are toll-free for Globe, Smart, and PLDT subscribers nationwide. If you're currently not in the Philippines, please call +632 924 2462.</p> <p>Help Center: Open your CIMB Bank mobile app and send us a message through Give Us Feedback form on the Help Center menu. FAQs and Tutorials are also available in the Help Center section of the app.</p> <p>Email Us: For general inquiries not related to your Personal Loan account, you may</p>

	<p>send us a message on hello@cimb.com! We respond to email messages in the order that they are received, and will respond to your email as quickly as possible.</p> <p>b) If our handling of your query or complaint is not satisfactory to you, you may contact Bangko Sentral ng Pilipinas LINK or TELELINK at:</p> <p>Address : Consumer Assistance Desk, Ground Floor Multi-Storey Bldg., BSP Complex</p> <p>Telephone : 708-7087</p> <p>Fax : 708-7088</p> <p>Email : consumeraffairs@bsp.gov.ph</p>
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