

**FAQs on Things That You Need to Know on Hire Purchase/Hire Purchase-i (“HP/HP-i”) Deferment Program**  
(Version May 29, 2020)

1.	Is participation in this HP/HP-i Deferment Program automatic? Or do I need to apply?	<p>Borrowers/customers will continue to enjoy the HP/HP-i Deferment Program but need to complete a simple consent process so that we can regularize the previously rolled out moratorium.</p> <p>You can continue to participate in the moratorium program by following these simple steps:</p> <ol style="list-style-type: none"> <li>1) You will receive a SMS about this from us starting the week of 8th May 2020. You will also receive a unique 6-digit pin, unique to you, to use when filling in the web-form to indicate your participation in the HP/HP-i Deferment Program.</li> <li>2) Once you receive the SMS, log on to <a href="http://www.hlb.com.my/hpd">www.hlb.com.my/hpd</a> to complete the web-form and accept the terms of the HP/HP-i Deferment Program by 30<sup>th</sup> September 2020.</li> </ol>
2.	Why do I still need to apply for this deferment program since government announced no interest/ profit will be accrued from my deferred instalments?	<p>When BNM announced the Moratorium program on the 24th of March, this program is meant to provide immediate cash flow relief for individuals and businesses affected by the COVID-19 outbreak for a period of 6 months from April 2020 to September 2020. In the midst of the rush to get everyone on-boarded automatically into the moratorium, we proceeded with the moratorium. However, under the Hire-Purchase Act 1967 (HPA) we are required to obtain consent from you to formalize the process.</p>
3.	What happens to the April and May 2020 instalments if I don't consent to the continuation of the 6-months moratorium?	<p>If you don't wish to continue to participate in the 6-months moratorium program, you will have to start making your June 2020 installment on the June due date and then keep up with the normal monthly payments when due.</p> <p>The April and May 2020 monthly instalments deferred will have to be paid before 30 September 2020 so that you avoid having your account go into arrears starting October 2020 and consequently incur late payment/compensation charges (from October 2020 onwards) and your CCRIS report being impacted.</p> <p>If you can't afford to make the full payments, please pay small amounts every month between June 2020 and Sept 2020 so that come 1st October 2020 you have caught up with the two (2) deferred instalments.</p> <p>We are here to help should you foresee having difficulties catching up by 1st October 2020 with your payments. Please contact us on:</p> <p>Phone: +603-79591888 Email: <a href="mailto:CollsCustomerFeedback@hlbb.hongleong.com.my">CollsCustomerFeedback@hlbb.hongleong.com.my</a></p> <p>to discuss your particular circumstances.</p>

4.	Do I have to pay interest/profit on the deferred instalments?	<b>No, there will be no interest/profit charged on the Deferred Instalments.</b>
5.	If I choose to continue with the moratorium, but I am unable to pay all 6 months deferred instalments in one lump sum at the end of the Deferment Period, will it affect my CCRIS record and/or legal action/repossession action will be taken against me?	No. Your CCRIS record would not be affected and no legal action or repossession action will be taken either, as long as you continue to pay your instalments from October 2020 onwards promptly.
6.	I want to continue with my HP/HP-i payments. What should I do?	Please continue making your normal monthly instalments by the due dates.  Kindly contact us if you wish to set up a standing instruction, if you don't already have one, to facilitate the payments.
7.	Will my HP/HP-i facility tenure be automatically extended after the Deferment Period?	Yes. Your facility will be automatically extended by 6 months from your maturity date.
8.	What can I do if I need help after the moratorium period?	Please contact the Bank, we are here to help.  Phone: +603-79591888 Email: <a href="mailto:CollsCustomerFeedback@hlbb.hongleong.com.my">CollsCustomerFeedback@hlbb.hongleong.com.my</a>  We will assist you to reschedule and restructure your loan based on your needs.
9.	What happens if I had a Standing Instruction (SI) before the moratorium, after I make the decision?	If you choose not to participate, we will reinstate your SI from 1 <sup>st</sup> October 2020 onwards.  Also, please ensure that your instructions allow us to set-off against your April and May instalments. If unsure please contact us at:  Phone: +603-76268899 Email: <a href="mailto:Hlonline@hlbb.hongleong.com.my">Hlonline@hlbb.hongleong.com.my</a>  If you had set-up the SI on HL Connect and reinstate the SI. Please also ensure that you also make the payment for April and May instalments via the online channel between now and September 2020 so that you catch-up on these two instalments.

		If your SI is set-up with other bank, please inform the other bank to reinstate your SI and ensure that your SI include payments for April and May instalments.
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You can contact us to discuss any of these items via the contact details provided hereunder:

- 1. For general enquiries on HLB/HLISB Loans/Financing Moratorium/Deferment Programs:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [HLonline@hlbb.hongleong.com.my](mailto:HLonline@hlbb.hongleong.com.my)
- 2. For Bank Negara Malaysia Special Relief Fund for SME Affected by Covid-19:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [sme@hlbb.hongleong.com.my](mailto:sme@hlbb.hongleong.com.my)
- 3. For request to lower your instalment payment amount due after the Moratorium Period:**  
HLB Customer Collections: 603-7959 1888 (8.45am – 5.45pm, Mon-Fri)  
Email: [CollsCustomerFeedback@hlbb.hongleong.com.my](mailto:CollsCustomerFeedback@hlbb.hongleong.com.my)
- 4. For requests to maintain repayments/payments unchanged during the Moratorium Period:**  
HLB Customer Hotline: 603-7626 8899 (9.00am – 6.00pm, Mon-Sat, until the end of MCO)  
Email: [HLonline@hlbb.hongleong.com.my](mailto:HLonline@hlbb.hongleong.com.my)

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