

## FREQUENTLY ASKED QUESTIONS - RESCHEDULING AND RESTRUCTURING (R&R) OF FINANCING (PANDEMIC COVID19)

### GENERAL QUESTIONS

NO.	QUESTION	ANSWER
1	What is Rescheduling and Restructuring?	<ul style="list-style-type: none"> <li>• <b>Rescheduling</b> - Rescheduling of credit facility means varying its terms of payment without changing the key terms and conditions of the said credit facility significantly.</li> <li>• <b>Restructuring</b> - The restructured credit facility involves modifications in the main terms and conditions of the facility that require the implementation of a new agreement ('aqad') due to an increase in original selling price or changes on types of facilities.</li> </ul>
2	What are the objectives of Rescheduling and Restructuring?	<ul style="list-style-type: none"> <li>• To provide assistance to individuals and businesses who face temporary financial constraints following the Covid-19 pandemic.</li> <li>• As a platform to assist customers to overcome their short term financial difficulties particularly where the longer term prospect of the business or project is deemed to be viable.</li> </ul>
3	Who is eligible to apply for Rescheduling and Restructuring?	<p>Agrobank's existing customers:-</p> <ul style="list-style-type: none"> <li>• Who have current arrears with Agrobank; and/or</li> <li>• Whose income is affected by the Covid-19 pandemic and the Movement Control Order (MCO) by the Government.</li> </ul> <p>(Note: Provided that the financing account fulfills the criteria set by Agrobank)</p>
4	When is the deadline for this Covid-19 Rescheduling and Restructuring application?	Application period for this Rescheduling and Restructuring will end on 31 December 2020.
5	If the customers are interested in Rescheduling and Restructuring, is there any cost or charges involved?	Agrobank does not impose any processing charges (for Small Medium Enterprise Company) for the purpose of this Rescheduling and Restructuring.
6	What types of financing products are eligible for Rescheduling and Restructuring?	All types of financing products offered by Agrobank.
7	Whether the customers' CCRIS record will be affected if the customers opt for Rescheduling and Restructuring?	No. Any application for Rescheduling and Restructuring made by customers which are approved by Agrobank before 31 December 2020 will not be classified as Rescheduling and Restructuring in the CCRIS.



8	Are the customers under Credit Counseling and Management Agency Program (AKPK) or Small Debt Resolution Scheme (SDRS), eligible for Rescheduling and Restructuring?	No. Customers who have participated in AKPK or SDRS program are advised to discuss with the Agency for assistance.  <ul style="list-style-type: none"> <li>• <b>AKPK Contact Center: 03 - 2616 7766</b></li> <li>• <b>SDRS Contact Center 03-21741515</b></li> </ul>
9	Are those customers that previously had their financing accounts rescheduled and restructured, eligible to apply for this Rescheduling and Restructuring?	For any financing account which has previously been rescheduled and restructured, the customers may discuss on the best method for settlement of payment with the relevant Agrobank's branches.
10	How do customers request for Rescheduling and Restructuring?	To request, the customers may fill up the form at Agrobank's website <b><a href="https://www.agrobank.com.my/rnronlineform/">https://www.agrobank.com.my/rnronlineform/</a></b>  Any further information or clarification needed, please contact Agrobank's Contact Centre at <b>1-300-88-2476</b> ; or visit to our nearest branch.
11	If the customers have been granted with an automatic moratorium, can the customers apply for Rescheduling and Restructuring?	Yes, the customers who have been granted with the automatic moratorium may also apply for this Rescheduling and Restructuring.
12	Will customers' financing installments change if customers participate in Rescheduling and Restructuring?	It depends on the implementation of the Rescheduling and Restructuring.
13	What documents are required for Rescheduling and Restructuring applications?	Customers may submit the latest three (3) months' Bank statement and additional document (if any) as required by the Bank depending on its relevancy to the financing.
14	If the customers' financing account are overdue, can the customers apply for Rescheduling and Restructuring?	Yes, all customers are eligible to apply for Rescheduling and Restructuring but financing with monthly in arrears exceeding ninety (90) days condition subject to normal assessment by Agrobank in accordance with the existing terms and conditions.
15	Are the customers who have no fixed income due to loss of job, eligible to apply for Rescheduling and Restructuring?	Customers who do not have a fixed income may apply for Rescheduling and Restructuring and are advised to visit the nearest Agrobank's branches for further discussion.
16	Can the customers choose not to participate in Rescheduling and Restructuring?	This Rescheduling and Restructuring will only be implemented upon application by the customers. Customers do not need to apply if they are not interested in implementing Rescheduling and Restructuring.
17	What is the financing balance limit for applying for Rescheduling and Restructuring?	There is no financing balance limit set for the application of this Rescheduling and Restructuring. However, its implementation is subject to suitability of each application and the terms and conditions as imposed by Agrobank.