



## FREQUENTLY ASKED QUESTIONS (FAQ)

### DISASTER RELIEF FACILITY

NO.	QUESTION	ANSWER
1	What is Disaster Relief Facility?	<p>Disaster Relief Facility is a special financing facility granted to Small and Medium Enterprises (SMEs) whom is/are affected by flood-for the purposes of :</p> <ol style="list-style-type: none"> <li>1. Repairment and/or replacement of assets for business use (e.g. machinery) which were damaged by natural disasters; and/or</li> <li>2. Working capital.</li> </ol>
2	What is the financing limit under this program?	<p>Financing limit granted is based on the following-categories:</p> <ol style="list-style-type: none"> <li>1. Up to RM500,000.00 per SME; and</li> <li>2. Up to RM75,000.00 per micro enterprise.</li> </ol>
3	What is the financing profit rate under this program?	The maximum effective financing profit rate is up to 3.50% per annum, inclusive of guarantee fee.
4	What is the maximum financing tenure under this program?	Up to 5 years, including a moratorium period of 6 months on the instalment payments.
5	When is the deadline for application for Disaster Relief Facility?	The deadline for application is 31 July 2021.
6	How to apply under this program?	<p>Application for Disaster Relief facility can be made through our official communication channel at: -</p> <ol style="list-style-type: none"> <li>1. Agrobank Call Center: 1-300-88-2476; or</li> <li>2. Visit the nearest branch.</li> </ol>
7	Is there any other assistance offered if I were affected by flood?	<p>Aside from Disaster Relief Facility, we also offer Flood Relief Moratorium such as :</p> <ol style="list-style-type: none"> <li>1. Deferment of financing monthly installments for six (6) months (Moratorium); or</li> <li>2. Rescheduling and Restructuring of financing.</li> </ol> <p><b>Note: Applicable for the Bank's existing customers only</b></p>
8	What are the eligibility criteria for the Disaster Relief Facility?	<ol style="list-style-type: none"> <li>1. SMEs or micro enterprises affected by flood;</li> <li>2. Businesses affected in the flooded areas and included in the list of affected areas as declared by the National / State Disaster Management Agency and the National Security Council of Malaysia.</li> </ol>

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