

Dear Customer,

In these unprecedented times, as we join forces across the world to battle the pandemic together, we wish you and your loved ones a safe, secure and healthy time ahead.

We wish to draw your attention to the RBI circular RBI/201920/186 DOR.No.BP.BC.47/21.04.048/2019-20 of March 27, 2020, and RBI circular RBI/2019-20/244 DOR.No.BP.BC.71/21.04.048/2019-20 dated May 23, 2020 permitting a six-month moratorium on all loan instalments falling due between March 1, 2020, and August 31, 2020.

Please refer to the below FAQs on the moratorium scheme and also guidance on how you can avail the moratorium.

**1. What kind of relief has RBI offered as a part of the COVID-19 regulatory package?**

As a support in this unprecedented time, the Reserve Bank of India has granted all Indian banks and financial institutions a six-month moratorium on payment of all instalments due between March 1, 2020 and August 31, 2020. Borrowers who are eligible and choose this option will not be required to pay the instalment during the period. Please note this is subject to terms and conditions and at the sole discretion of Centrum Financial Services Limited (CFSL).

**2. Is the Moratorium applicable over all loans?**

To determine eligibility, CFSL shall assess the impact on the business of the client due to the current lockdown. NPA customers will not be extended the benefit of Moratorium. Moratorium acceptance is solely at the discretion of CFSL.

**3. How can I opt for the moratorium?**

Please contact your respective Relationship Manager for the same.

**4. Does this imply that my EMI for the next three months will be waived? Will I be qualified for a three-month interest-free moratorium?**

The RBI advisory is just a payment deferral and does not include an interest waiver. As a result, interest will accrue at the loan's contractual rate for the principal sum owed before the moratorium scheme is availed.

**5. Is it possible to get a moratorium if I have availed my loan in March?**

Yes, for the instalments due in April and May 2020, you are eligible for a moratorium.

**6. What is the nature of moratorium available?**

Eligible customers may seek deferment of all instalments falling due from March 1, 2020 to August 31, 2020.

Instalments will include the following payments falling due from March 1, 2020 to the extended moratorium period/ August 31, 2020: (i) principal and/or interest components; (ii) bullet repayments; (iii) Equated Monthly instalments.

**7. Can I apply for moratorium for one or two months instead of all the three months?**

Yes you can apply for moratorium for only one month or two consecutive months. However, you can not apply for two months with a gap. Example – deferment cannot be given for June and August months.

**8. My financial position is not impacted and hence I do not intend to avail moratorium and want to continue to make the EMI Payment as in the past. Can I do so?**

If your financial position is not impacted or you do not want to pay additional interest you need not do anything. Your EMI payment instrument will be presented as per schedule. We encourage customers with adequate funds to continue paying during this period to avoid the extra interest charges and tenor extension.

**9. I have already defaulted on my last few EMIs, does that mean I will be given relaxation on them as well?**

No, you will be required to make monthly payments and will be penalized for past EMI defaults. If a moratorium is chosen, it will apply to EMIs in March, April, and May 2020.

**10. What will happen after the relief period /moratorium is completed?**

After the relief period, your loan will run as per the revised repayment schedule.

**11. What will happen to delinquent accounts on or before March 1, 2020?**

Since the relief is only applicable to loan instalments due between March 1st and August 31st 2020, current instalments due up to February 29th 2020 must be paid as soon as possible, and penalties will be imposed if any payments are not made in accordance with existing contractual obligations. There will be no moratorium on instalments due before February 29, 2020.

**12. Is it allowed for a consumer who has chosen moratorium to make instalment payments?**

Yes.

**13. Does this moratorium period affect my Credit rating?**

If you are eligible and have availed of the moratorium, your credit bureau records will not be impacted due to non-payment of Instalment during the moratorium period. This does not apply to any non-payment of Instalment for prior period upto March 1, 2020. However, that you availed the moratorium facility will get reported to Credit Bureaus.