

Frequently Asked Questions - Moratorium –updated as on June 2020
Second Phase (June 01, 2020 to August 31, 2020)

PART-A

FAQ FOR CUSTOMERS

1. What is the EMI moratorium provided for loans under RBI's COVID 19 - regulatory package?

RBI has allowed all Banks and Indian Financial Institutions to offer its standard customers an option of EMI moratorium up to 3 months .i.e. customer can choose to defer their EMI payments by 3 months. As per RBI circular dated May 23, 2020, the moratorium period has been further extended by 3 months for the period of June 01, 2020 to August 31, 2020.

2. What kind of moratorium is available under the said relief package?

Moratorium on payment of all instalments (to include principal and/ or interest components, bullet repayments, Equated monthly instalments) falling due between June 01, 2020 and August 31, 2020.

3. What is meant by moratorium on term loan?

Moratorium is a sort of granting of a 'deferment'- it means that in moratorium, RFL will not demand EMI arising due for payment in the moratorium period.

Please note that any EMI/due prior to the period of moratorium still needs to be paid and is not deferred.

4. Are you going to waive off my EMI for these 3 months?

The said relief in the repayment is just a deferment of the dues and it is not the waiver. You will still be charged interest during this moratorium period. Therefore we strongly urge you to assess your cash flows and then decide if you want to avail the deferment or nor.

5. Can you give example of tenure adjustment due to moratorium?

For example, if in a case customer avails moratorium of 3 month, and his residual loan tenure is 60 months and loan instalments are maturing on March 01, 2025 – in this case post implementation customer shall pay his 60 instalments from June months onwards and loan will now mature on June 01, 2025.

Customers are requested to note that due to accrual of interest during the moratorium period so availed, their EMI or loan tenure post moratorium period shall undergo change.

6. What is the total tenor of the said relief?

It's a relaxation given to Borrowers to defer the payments by maximum of 3 months (June 2020 to August 2020).

7. What types of loan facilities are eligible for availing the benefits under the recently announced RBI COVID-19 relief package?

All Term Loans (both secured and unsecured loans) are eligible to avail the benefits under the package. This is available to all live accounts which were standard as on 1st March 2020.

8. Is this moratorium to be compulsorily availed by all Borrowers?

It is not mandatory for all Borrowers to avail the said relief. It is for those, who are severely impacted from Covind-19. The Borrowers have the right to opt out from this package.

However a customer needs to inform RFL, about their option to not to avail moratorium, using any of these options:

- i. email us at customerservice@religare.com
- ii. update his option, using the following link
<https://www.religareinvest.com/MoratoriumAssistance.aspx>
- iii. visit to any nearest RFL branch and give the request in writing to the branch

While writing to RFL, customer are requested to clearly mention loan numbers in subject line and mention clearly that they do not wish to avail moratorium.

Customers are also requested to note that for all customers who are offered this moratorium by RFL, we have put on hold the banking of their repayment NACH/ECS/PDC. Therefore customer in their own interest are advised to pay all their EMI on due date, if they wish to not to avail this moratorium.

9. Will there be any revision in the interest rate while granting the moratorium?

No, RFL will not revise the interest rate because of moratorium.

10. What will happen if a customer does not want the moratorium?

In cases wherein the Borrower is not interested to avail the moratorium benefit, RFL will continue normal operations in their account. Also, no changes will be made to customer's repayment terms.

11. What will happen if customer chooses the Moratorium?

If a customer chooses EMI moratorium -

- Customer is not required to pay the EMI due for the month of June, July and August, 2020 (unless already paid before implementation of moratorium). The said relief in the repayment is just a deferment of the dues and it is not the waiver.
- The loan tenure will get extended by the corresponding period for which the moratorium has been availed. For example, if customer has paid the EMI for the month of Jun'2020 and has availed the moratorium for July & August'2020, then the loan tenure will get extended by 2+x months. Apart from this there will be additional increase in tenor(x) / EMI, due to interest cost during deferment.
- Interest will continue to accrue on the entire amount outstanding for the period of the moratorium at the contracted rate of the loan. This interest so accrued, shall get added to the customer's principal.

12. What are the charges that customers have to pay if they avail of the EMI moratorium?

If customers avail the EMI moratorium, there will be no charges for this facility. However there will be a levy of interest at the contracted rate of the loan for the period of EMI moratorium on the loan outstanding.

13. Can a customer avail moratorium for multiple loans?

Yes, the customer can avail payments moratorium for multiple loans. However each loan has to satisfy the eligibility conditions in order to avail moratorium.

14. If a customer opts for availing the moratorium now and again wants to modify its interest, is it possible?

No

15. What if a customer has already paid EMIs for first phase of moratorium (March 2020 –May 2020, April and May 2020 and would like to avail the moratorium in the second phase for EMIs due for June- August month?

Yes, it is possible.

16. A customer has already paid EMIs for May or June months. For how many months customer is eligible for moratorium?

Moratorium is available only for unpaid EMIs for the month of June, July & August 2020.

17. Will the moratorium facility affect customer's Credit Rating?

No, the credit rating or credit score will not be impacted. However, if customer had any overdues before the start of moratorium, the same needs to be cleared immediately else the loan account is liable to be reported to credit bureau/CRILIC as per applicable regulatory guidelines.

18. What is my new EMI and new loan tenure post availing the moratorium

Shortly we shall be sending you through email, your revised repayment schedule after giving effect of moratorium. For any further help, please feel free to reach us at customerservice@religare.com.

19. When will I get the revised repayment schedule applicable post moratorium facility?

Shortly we shall be sending you through email, your revised repayment schedule after giving effect of moratorium. For any further help, please feel free to reach us at customerservice@religare.com.

20. My current repayment plan is structured repayment – what will be my new EMI?

For structured repayment cases and/or non-Equated instalment cases, please get in touch with us by writing at customerservice@religare.com. Our team after due assessment of your underlying cash flow shall inform you your new repayment schedule and new EMI amount.

21. What will happen to accounts which are in default / overdue on or before March 1, 2020?

Since relief is extended for periods between first phase (March 1, 2020 and May 31, 2020) and second phase (June 1, 2020 and August 31, 2020) the amount overdue on or before

March 1, 2020 or from the date of moratorium availment in any of the loan account will have to be paid immediately in order to avoid penal charges. No downgrade of account will happen during the specified moratorium period. The DPD movement will freeze during this moratorium period. For customers who opt out from the moratorium facility, their DPD movement will continue as per the existing process /guidelines.

22. What if my cash flow is not impacted on account of COVID-19 & hence I do not intend to avail moratorium & want to continue to make the regular payment as in past ?

The scheme is uniformly applicable to all standard loans as on March 1, 2020. However if the cash flows are not impacted and if you wish to continue to service your loan as per existing terms, you may write email to customerservice@religare.com or give written request at the nearest RFL Branch duly mentioning your loan numbers.

23. I had EMI due for Feb 2020 that I paid in March. For how many months moratorium I will be eligible?

Your March payment will be applied against Feb dues and you can avail the moratorium as per moratorium guidelines.