



# **BIBD COVID-19 RELIEF PACKAGE**

## Frequently Asked Questions



In support of the Ministry of Finance and Economy's (MOFE) interim economic measures, BIBD has introduced the COVID-19 Relief Package to alleviate the financial burden of individuals and businesses brought about by the COVID-19 pandemic

**NOTE:**

**THIS FAQ MUST BE READ TOGETHER AND IN CONJUNCTION WITH THE TERMS IN THE COVID-19 RELIEF PACKAGE APPLICATION FORM (Updated as at 25th August 2021)**

**1. What is the “COVID-19 Relief Package”?**

The COVID-19 Relief Package consists of several options which BIBD is offering to assist customers who have been financially impacted by the COVID-19 pandemic.

**2. How does the COVID-19 Relief Package assist me?**

If your income has been affected by the COVID-19 pandemic, the COVID-19 Relief Package provides financial relief to you by temporarily reducing your monthly payment obligations under your existing facility with BIBD. This will give you time to recover from the pandemic's financial impact before resuming your payment obligation.

**3. How long will this COVID-19 Relief Package be available to me?**

The COVID-19 Relief Package takes effect from 1 April 2020 up to 30 December 2021.

**4. How do I apply for the COVID-19 Relief Package?**

Eligible customers may complete the COVID-19 Relief Package Application Form which can be found on BIBD website and submit to COVID19.Relief@bibd.com.bn or make an appointment either by contacting us via WhatsApp at 818 1800, calling the Contact Centre at 223 8181 or BIBD Mobile Chat before the following dates:

Option 1 – 25 November 2021

Option 2 – 30 December 2021

Option 3 – 30 December 2021

**5. What are the types of COVID-19 Relief Package offered by BIBD?**

If you have been financially affected by COVID-19, three (3) options are available to you:

**Option 1: Principal Payment Deferment**

Temporarily defer the payment of your principal amount starting from the date of the Bank's approval up to 30 December 2021 (“Deferment Period”). During this period, you will only need to pay the profit portion of your facility; or

**Option 2: Restructuring of Existing Facility**

To restructure your existing facilities up to a period not exceeding 10 years; or

**Option 3: Credit Card Conversion**

To convert the outstanding balance of your Credit Card to either:

- Personal Financing not exceeding 3 years; or
- Easy Payment Plan (EPP)

Eligible customers may apply for either options where the customer has only one active facility; or a mix of the two options where the customer has multiple active facilities. For example, a customer may choose **Option 1** for his Personal Financing, and **Option 3** for his Credit Card facility. Upon approval of the chosen option for a particular facility, you are not allowed to change the said option.

**6. Am I automatically entitled to this COVID-19 Relief Package or do I need to apply?**

Customers are not automatically entitled to the Relief Package as it is meant for customers who have been financially impacted by COVID-19. If you have been financially impacted, we welcome you to discuss your financial needs and email us at COVID19.Relief@bibd.com.bn or make an appointment either by contacting us via WhatsApp at 818 1800, calling the Contact Centre at 223 8181 or BIBD Mobile Chat.

The COVID-19 Relief Package sets out certain eligibility criterias and customers will be assessed on a case-to-case basis.

**7. Who can apply for COVID-19 Relief Package?**

Customers who have been financially affected by the COVID-19 pandemic are entitled to apply for the Relief Package.

Please refer to Self-Assessment Questionnaire for further guidance on eligibility.

**8. Are there any other requirements to qualify for the COVID-19 Relief Package?**

In addition to being financially impacted by COVID-19 :

- a) Your facility(ies) must not be in arrears exceeding 90 days as at 1 April 2020 or at the time of the date of application;
- b) Your facility(ies) have been disbursed before 1 April 2020; and
- c) The extended tenure for Deferment Payment/tenure for restructured facility(ies) must be completed 3 months before your employment contract expires or retirement age, whichever is applicable and comes first.

The list of products that are eligible for the Relief Package are:

- a) Personal Financing;
- b) Consolidation Financing Scheme;
- c) Home Improvement Financing;
- d) Education Financing;
- e) Home Financing (without grace period); and
- f) Credit Card(s)

Note: Ar-Rahnu products, Home/Mortgage financing under Grace Period option and Naqd/Demand financing are exempted from this Relief Package.

All applications submitted are subject to the Bank's due diligence and credit risk assessment. Once qualified, the Bank will provide adequate information or notification that your application has been granted. Such information or notification may be provided through a general or personalised advisory issued to customers via appropriate communication channels.

**9. Do I need to pay any processing fees if I apply for the COVID-19 Relief Package?**

BIBD will waive all processing fees except for any fees payable to third parties such as lawyer's fees (if applicable)

**OPTION 1: PRINCIPAL PAYMENT DEFERMENT**

**10. What do you mean by deferment of principal payment?**

It is a temporary deferment or suspension of your payment obligation (principal only) for the

duration of the Deferment Period. The payment of your monthly principal is deferred or suspended starting from the Bank's approval date of your application up to 30 December 2021.

During the Deferment Period, you only need to pay the monthly profit portion of your facility. After the Deferment Period you will continue or resume to pay your normal monthly payments within an extended payment period.

Your extended payment period will correspond with the number of months approved for your Deferment Period. If the Bank approves for you to defer your payment obligations for 10 months, when the Deferment Period ends, you will similarly pay the total deferred/suspended principal amount within an extended period of 10 months which will commence immediately after expiry of the Deferment Period.

For example:

- Total deferred principal amount: B\$5,000
- Normal monthly payment: B\$500 per month
- Total Deferment Period: 10 months
- After Deferment Period ends: You will have an extended period of 10 months to pay B\$500 monthly (i.e. B\$500 x 10 months)

**11. What are the financial products which allow me to apply for deferment of my payment obligation?**

Principal deferment option is only applicable to the following products:

- a) Personal Financing;
- b) Consolidation Financing Scheme;
- c) Home Improvement Financing;
- d) Education Financing; and/or
- e) Home Financing (without grace period)

**12. Can I defer my Credit Card payment?**

No, there is no deferment on Credit Card payment. However, subject to eligibility, you can apply to convert your Credit Card outstanding balance into Personal Financing with a maximum tenure of 3 years.

**13. What if I wish to extend my Deferment Period?**

Currently, the maximum Deferment Period is only up to 30 December 2021.

**14. What happens to my payment obligations to the Bank after the COVID-19 Relief Package is over?**

If your account is up to date, when the Deferment Period expires, your monthly payments will commence as per normal installments to be paid within the extended period until the total deferred principal are fully settled.

However, if your account is in arrears, upon expiry of the Deferment Period, you will be required to pay the amount in arrears after the Deferment Period ends. If you are not able to pay the arrears on time, please get in touch with our Contact Centre for further assistance.

**15. Will the deferred payment reflect a poor record in the Credit Bureau Report?**

Taking any relief under the COVID-19 Relief Package will not negatively impact your credit standing in the Credit Bureau Report unless you default on your obligations.

**16. As I will not be paying the monthly principal payments during the Deferment Period, will my account be listed as non-performing?**

No. However, if your account is in 3 months of arrears during the Deferment Period, and you fail to pay the next subsequent monthly payment once the Deferment Period is over, you will be in default of your obligations.

**17. What if I have trouble paying after the Deferment Period? Will BIBD help to extend my Deferment Period?**

You can approach the Bank to seek for any arrangements after the Deferment Period. However, such arrangements are not part of the COVID-19 Relief Package and are subject to the Bank's discretion.

**OPTION 2: RESTRUCTURING OF EXISTING FACILITY(IES)**

**18. What happens if I seek to restructure my existing facility?**

The tenure (period) to settle your existing facility will be extended to a period not exceeding 10 years. You may choose either to:

- a) Restructure your facility(ies); or
- b) Consolidate your facilities if you have more than one (1) facility

**19. Which facilities can I apply under this restructuring option?**

The restructuring option is only applicable to the following products:

- a) Personal Financing;
- b) Consolidation Financing Scheme;
- c) Home Improvement Financing; and/or
- d) Education Financing.

You may restructure more than one facility (e.g. Personal Financing and Consolidation Financing Scheme) into a single facility of up to 10 years tenure. No cash-in hand or top up of financing is allowed.

**20. Will the tenure (period) for me to settle my financing obligation be increased under the restructuring option?**

It will depend on your application, but in any event, it must not exceed 10 years. Moreover, your restructured facility must be completed 3 months before your employment contract expires or retirement age, whichever is applicable and comes first.

**OPTION 3: CREDIT CARD CONVERSION**

**21. What is Credit Card Conversion?**

It means that you may convert your outstanding balances on Credit Cards, fully or partially, into:

- a) A Personal Financing of not exceeding 3 years; or
- b) Easy Payment Plan (EPP)

**22. Are all affected customers eligible to apply for Credit Card Conversion?**

Yes, all affected customers are eligible to apply for Credit Card Conversion based on their Employer Sector as follows:

Employer Sector	Conversion to Personal Financing	Conversion to Easy Payment Plan (EPP)
Private Sector/ Self Employees*	✓	✓
Government Employees	X	✓

\*Either Personal Financing or EPP

**23. Is there any minimum amount for the conversion of my outstanding Credit Card balance into a Personal Financing facility?**

Yes, the minimum amount to be converted will be as follows:

**- Conversion to Personal Financing not exceeding 3 years:**

Credit Card outstanding balance must be B\$1,000 and above; or

**- Easy Payment Plan (EPP):**

Credit Card outstanding balance must be below B\$1,000 (and this is subject to the existing EPP terms and conditions).

**24. Can I split the outstanding amount into both packages i.e. Personal Financing and EPP?**

No, you can either convert your Credit Card outstanding balance amount into either Personal Financing not exceeding 3 years or into an EPP of 6 months/12 months subject to the minimum amount of the respective options.

**25. Am I allowed to add an additional amount to be converted to Personal Financing facility?**

The amount to be converted into Personal Financing facility is based on your outstanding balance under the said Credit Card account at the point of conversion.

**26. If my Credit Card outstanding balance is converted into Personal Financing facility, can I still use my Credit Card?**

Yes, you can continue to use your Credit Card up to the remaining facility limit, less the Credit Card outstanding balance which is converted into Personal Financing facility. The Bank may revise your existing card type and/or Credit Card limit upon conversion of your Credit Card outstanding balance, subject to Total Debt Service Ratio (TDSR) calculation.

**27. Can I partially convert my Credit Card outstanding balance to Personal Financing or EPP?**

Yes, you can decide on the amount or portion of your Credit Card outstanding balance to be converted to either Personal Financing or EPP, subject to the minimum amount specified.

**GENERAL**

**28. How will this impact my ability to apply for a new facility later?**

The COVID-19 Relief Package will not impact your financial standing. Once you have overcome your financial difficulties, you may apply for any facility, subject to Bank's assessment of your eligibility.

**29. Are all facilities obtained from the Bank qualify for the COVID-19 Relief Package?**

No. Only facilities disbursed to the customers before 1 April 2020 will qualify for the Relief Package. If you obtained a facility from the Bank and the facility was disbursed to you on 1 April 2020, you will not be entitled for the COVID-19 Relief Package.

30. **My financing was restructured & rescheduled awhile ago. Am I still eligible for this COVID-19 Relief Package?**  
Yes, subject to you meeting the requirements mentioned earlier and holding the product(s) which qualify for the COVID-19 Relief Package.
31. **Can I continue to apply for financing and Credit Card during the Deferment Period?**  
Yes, you may apply for financing and Credit Card during the Deferment Period. However, approval is subject to the Bank's assessment of your eligibility.
32. **I have multiple facilities/Credit Cards. Can I apply for the COVID-19 Relief Package for some facility(ies) and not for others?**  
Yes, you can. The Bank will only process your COVID-19 Relief Package for the facilities that you specifically applied.
33. **Does BIBD allow the undertaking of facilities from another bank and convert it/them into the COVID-19 Relief Package?**  
Yes, subject to the customer meeting the requirements/eligibility for the COVID-19 Relief Package, Total Debt Service Ratio (TDSR) calculation and the Bank's assessment.
34. **Is there a Help Desk number to call if I have further queries?**  
For more information on the above options, you may call our 24-hour Contact Centre at +673 223 8181.
35. **How can I enquire to find out on my entitlement and eligibility for the COVID-19 Relief Package?**  
You may submit your queries to [COVID19.Relief@bibd.com.bn](mailto:COVID19.Relief@bibd.com.bn) and our dedicated Personal Bankers will reach out to you.

# Bruneian at Heart

