



Frequently Asked Questions (FAQ)

FREQUENTLY ASKED QUESTIONS (FAQ)

| NO | QUESTION | ANSWER | | | | | | | | | | | | |
|----------------------------|---|--|--|-----|-----|------------------|-------|-------|--------------------------|-------|-------|----------------------------|-------|-------|
| 1. | What are the changes to the CIMB Bank's Base Rate (BR) and Base Lending Rate (BLR) / Base Financing Rate (BFR)? | <p>BR and BLR/BFR serve as the main reference rate for consumer Variabe Rate Loans/Financing, banks in Malaysia can determine their own Base Rates.</p> <table border="1" data-bbox="836 364 1779 521"> <thead> <tr> <th></th> <th>OLD</th> <th>NEW</th> </tr> </thead> <tbody> <tr> <td>BASE RATE</td> <td>4.15%</td> <td>4.25%</td> </tr> <tr> <td>BASE LENDING RATE</td> <td>7.00%</td> <td>7.10%</td> </tr> <tr> <td>BASE FINANCING RATE</td> <td>7.00%</td> <td>7.10%</td> </tr> </tbody> </table> | | OLD | NEW | BASE RATE | 4.15% | 4.25% | BASE LENDING RATE | 7.00% | 7.10% | BASE FINANCING RATE | 7.00% | 7.10% |
| | OLD | NEW | | | | | | | | | | | | |
| BASE RATE | 4.15% | 4.25% | | | | | | | | | | | | |
| BASE LENDING RATE | 7.00% | 7.10% | | | | | | | | | | | | |
| BASE FINANCING RATE | 7.00% | 7.10% | | | | | | | | | | | | |
| 2. | Why is CIMB revising the BR and BLR/BFR and increasing by 0.10%? | <p>CIMB BR is dependent on 1) Benchmark Cost of Funds (BCOF) and 2) Statutory Reserve Requirements (SRR). The BCOF is impacted by movement in cost of deposits.</p> <p>Due to the increase in Deposit cost, both our BCOF and BR/BLR/BFR have increased.</p> | | | | | | | | | | | | |
| 3. | When will the revision of rate take into effect? | <ul style="list-style-type: none"> <u>For new applications/applications in progress/existing accounts:</u> The rate revision will take into effect from 4 December 2018. | | | | | | | | | | | | |
| 4. | Which loans/financing will the revised BR and BLR/BFR be applicable to? | <p>It is applicable to all new and existing customer loans/financing types (i.e. Housing, ASB, Auto, Overdraft) with Interest/Profit Rates pegged to BR/BLR/BFR. This includes both Conventional and Islamic.</p> | | | | | | | | | | | | |
| 5. | Why is CIMB increasing rates when other banks are not? | <p>Every bank has their own methodology to measure BCOF and determine changes in BR/BLR/BFR. The movement in our cost of Deposit has triggered a change in BR. Change in Banks' BRs may happen at different points in time. So it is hard to comment on timing of change versus other banks.</p> | | | | | | | | | | | | |

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|----|--|---|
| 6. | Is BNM informed that CIMB will be revising its BR and BLR/BFR? | Yes, we have notified BNM. |
| 7. | How is the bank communicating to customers regarding the revision of the BR and BLR/BFR? | <ul style="list-style-type: none">• <u>Communication to all customers:</u> The bank is adopting a multichannel approach and will communicate by placing notices in Branches, AFC (Auto Finance Centers), ATM/ CDM screens, Clicks (pre-login) and CIMB website.• <u>Notices to customers with Installment Change:</u> There will be physical notice(s) to impacted customers.• <u>Hire Purchase Variable Rate customers:</u> There will be physical notice(s) to all customers. |
| 8. | When will the instalment be revised for the my loans/financing ? | For the Variable Rate customers, the new BR/BFR/BLR will be affected from 4 Dec 2018. However the instalment will be revised for impacted customers starting February 2019. |
| 9. | How will the change impact my instalment amount and/or Loans/Financing Tenor? | <p>Instalment change is applicable to loan/ financing where increase in instalment amount is RM50.00 and above.</p> <p>For customers whose monthly Instalment amount change is below RM 50, customer can opt to increase their monthly Instalment with the revision of BR/BLR/BFR. Else, Financing Tenor may increase.</p> |

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|--------------------------------|---|--|-------------------------------|-----------|------------------|--|-------------------------|--|----------------|----------------|----------------------|----------------|--------------------------------|--|--------------------|----------------|
| 10. | What should I do if monthly installment /rental payment is made via auto debit/standing instruction? | <p>I. <u>For auto-debit loan/financing payment from your Current/Savings account:</u> The revised Instalment amount will automatically be debited.</p> <p>II. <u>For Standing Instruction which have been arranged with CIMB or another banking institution:</u> Customer has to rearrange for a fresh Standing Instruction to pay the revised Instalment amount to avoid any short payment.</p> | | | | | | | | | | | | | | |
| 11. | If I have further enquiries regarding the revised BR/BLR/BFR, what are the contact channels? | <ul style="list-style-type: none"> • Call CIMB Call Centre at 03-6204 7788 • Visit any CIMB Branch • Preferred customer, may call their Relationship Manager | | | | | | | | | | | | | | |
| 12. | What is the effective interest/profit rate and instalment amount if my housing loan/financing is RM350,000 and tenure is 30 years? | <table border="1"> <tr> <td>Loan/Financing amount:</td> <td>BR</td> </tr> <tr> <td>RM350,000</td> <td></td> </tr> <tr> <td>Tenure: 30 years</td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BR = 4.25% p.a</td> </tr> <tr> <td>Interest/Profit Rate</td> <td>BR + 0.75% p.a</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>5.00% p.a. (4.25% p.a + 0.75% p.a.)</td> </tr> <tr> <td>Monthly Instalment</td> <td>RM1,879</td> </tr> </table> | Loan/Financing amount: | BR | RM350,000 | | Tenure: 30 years | | Reference Rate | BR = 4.25% p.a | Interest/Profit Rate | BR + 0.75% p.a | Effective Interest/Profit Rate | 5.00% p.a. (4.25% p.a + 0.75% p.a.) | Monthly Instalment | RM1,879 |
| Loan/Financing amount: | BR | | | | | | | | | | | | | | | |
| RM350,000 | | | | | | | | | | | | | | | | |
| Tenure: 30 years | | | | | | | | | | | | | | | | |
| Reference Rate | BR = 4.25% p.a | | | | | | | | | | | | | | | |
| Interest/Profit Rate | BR + 0.75% p.a | | | | | | | | | | | | | | | |
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| Monthly Instalment | RM1,879 | | | | | | | | | | | | | | | |

FREQUENTLY ASKED QUESTIONS (FAQ) Cont...

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|--------------------------------|--|---|-------------------------------|----------------|------------------|--|-------------------------|--|----------------|---------------------|----------------------|-----------------|--------------------------------|--|---------------------------|----------------|
| 13. | What is the effective interest/profit rate and instalment amount if my ASB loan/financing is RM200,000 and tenure is 30 years? | <table border="1"> <tr> <td>Loan/Financing amount:</td> <td>BR</td> </tr> <tr> <td>RM200,000</td> <td></td> </tr> <tr> <td>Tenure: 30 years</td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BR = 4.25% p.a</td> </tr> <tr> <td>Interest/Profit Rate</td> <td>BR + 0.75% p.a</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>5.00% p.a. (4.25% p.a + 0.75% p.a.)</td> </tr> <tr> <td>Monthly Instalment</td> <td>RM1,074</td> </tr> </table> | Loan/Financing amount: | BR | RM200,000 | | Tenure: 30 years | | Reference Rate | BR = 4.25% p.a | Interest/Profit Rate | BR + 0.75% p.a | Effective Interest/Profit Rate | 5.00% p.a. (4.25% p.a + 0.75% p.a.) | Monthly Instalment | RM1,074 |
| Loan/Financing amount: | BR | | | | | | | | | | | | | | | |
| RM200,000 | | | | | | | | | | | | | | | | |
| Tenure: 30 years | | | | | | | | | | | | | | | | |
| Reference Rate | BR = 4.25% p.a | | | | | | | | | | | | | | | |
| Interest/Profit Rate | BR + 0.75% p.a | | | | | | | | | | | | | | | |
| Effective Interest/Profit Rate | 5.00% p.a. (4.25% p.a + 0.75% p.a.) | | | | | | | | | | | | | | | |
| Monthly Instalment | RM1,074 | | | | | | | | | | | | | | | |
| 14. | What is the effective interest/profit rate and instalment amount if my auto finance loan/financing is RM90,000 and tenure is 7 years? | <table border="1"> <tr> <td>Loan/Financing amount:</td> <td>BLR/BFR</td> </tr> <tr> <td>RM90,000</td> <td></td> </tr> <tr> <td>Tenure: 30 years</td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BLR/BFR = 7.10% p.a</td> </tr> <tr> <td>Interest/Profit Rate</td> <td>BLR – 1.80% p.a</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>5.30% p.a. (7.10% p.a – 1.80% p.a.)</td> </tr> <tr> <td>Monthly Instalment/Rental</td> <td>RM1,285</td> </tr> </table> | Loan/Financing amount: | BLR/BFR | RM90,000 | | Tenure: 30 years | | Reference Rate | BLR/BFR = 7.10% p.a | Interest/Profit Rate | BLR – 1.80% p.a | Effective Interest/Profit Rate | 5.30% p.a. (7.10% p.a – 1.80% p.a.) | Monthly Instalment/Rental | RM1,285 |
| Loan/Financing amount: | BLR/BFR | | | | | | | | | | | | | | | |
| RM90,000 | | | | | | | | | | | | | | | | |
| Tenure: 30 years | | | | | | | | | | | | | | | | |
| Reference Rate | BLR/BFR = 7.10% p.a | | | | | | | | | | | | | | | |
| Interest/Profit Rate | BLR – 1.80% p.a | | | | | | | | | | | | | | | |
| Effective Interest/Profit Rate | 5.30% p.a. (7.10% p.a – 1.80% p.a.) | | | | | | | | | | | | | | | |
| Monthly Instalment/Rental | RM1,285 | | | | | | | | | | | | | | | |

Thank you!