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| **Regulatory relief SBP offering to consumers on financing facilities**   * SBP is offering the below 2 relief options   1. The Banks/DFIs, upon the request of the borrower received by 30th June2020, will offer deferral of principal comportment of installments for up to one year.   2. Customers who are unable to service the mark-up amount or need deferment exceeding one year, may be rescheduled / restructured upon their request. |
| **For which Consumer Products financial relief guidelines are applicable as per SBP’s circular?**   * Guidelines are applicable for all Consumer Products (Autos, Personal Loan, Cards & Home Finance) |
| **Through which channel customer can approach** **BAFL to seek information/request for relief?**   * Customer can use any medium to approach BAFL i.e. Branch, Consumer Finance Centre , Call Centre, Website or email |
| **SBP relief applicable to all loan customers and credit card holders?**   * No, this facility is not available for all customers. It is available for only those customers whose income stream is impacted by Covid19 situation i.e. job cut, salary reduction, and business close down or losses etc. |
| **To what extent, the period can be extended in deferment of principal portion of installment under SBP financial relief guidelines?**   * Bank can offer deferral of principal comportment of installments for one year, unless the customer requests for a shorter period. |
| **What is meant by loan rescheduling or restructuring under Option II (Customers who are unable to service the mark-up amount or need deferment exceeding one year, may be rescheduled / restructured upon their request.)**   * If customer is unable to service the markup amount or need deferment for more than one year, his/her financing facility can be rescheduled or restructured up to maximum 02 years. For Cards, the outstanding amount shall be scheduled in a term loan to provide relief to the customers. |
| **What are SBP prescribed timelines for obtaining relief for deferment or rescheduling of consumer finance facility?**   * **For Deferment (Option I),**only those customers will be entertained whose written request shall be received before 30th June 2020 * **For Rescheduling (Option II)**, only those customers will be entertained whose written request shall be received before 31st March 2021 |
| **Is there any fee or charges applicable for processing of financial relief request?**   * No, bank will not charge any fee |
| **Will Bank consider customer’s existing late payment charges under financial relief?**   * No, customer will be liable to pay all applicable late payment charges as per Bank Schedule of Charges. |
| **What is the timeline provided by SBP for Deferment**   * 30th June 2020 |
| **What is the timeline provided by SBP for Rescheduling**   * 31st March 2021 |
| **The relief facility is only applicable for:**   * No, All customers can request for the facility regardless of the city they are from |
| **The SBP financial relief facility is available for the following customer segments**   * Salaried, Self Employed & Others |
| **Handling Customer Queries/Requests Related to Financial Relief** |
| **How will the Bank employee establish customer identity when dealing with queries/ requests related to financial relief?**   * Verify the customer genuineness/credential via CNIC #, loan or card details etc. as per available SOP. Bank shall deal with the borrower only. * If original customer is not available, request the contacting person to advise bank original customer to visit nearest bank branch or consumer finance center or dial call center. |
| **What factors are important to identify when dealing with a relief request:**   * The customer should clearly state the reason to avail the said financial relief. * Bank employee should establish the fact that customer source of income is impacted due to prevailing lockdown/economic situation backed with evidence |
| **What minimum eligibility criteria should the customer meet to avail the financial relief facility?**   * Customer is original and currently availing consumer finance facility. * The loan/facility should not be in NPLs category as of 31 Dec 2019. * Not a habitual late payer. |
| **What is the process to submit the relief request?**   * The customer should submit written request (on the relief request form) to Bank Alfalah Branch, Consumer Finance Center or email. |
| **Will the relief request be approved if the customer meets the minimum eligibility criteria to apply?**   * Bank will access the application with documentary evidence and may accept or reject the request |
| **When will the customer be informed about the Bank’s final decision after receiving the request**   * Bank will convey the final decision to customer within 15 working days after the receipt of the customer request. |
| **How branches will handle the customer request submitted by customer at branches?**   * Branches shall email all such requests at dedicated email ID: [cf.covid19@bankalfalah.com](mailto:cf.covid19@bankalfalah.com) and dispatch the original request to “Manager Customer Service- Consumer Finance Centre 23-H Gulberg II Lahore. |