

Frequently Asked Questions (FAQs) - Moratorium on Loans

1. What is the 3-month moratorium period?

It is a repayment holiday. The Company has decided to offer a moratorium to its customers for the 'EMI's falling due between March 1, 2020 and May 31, 2020. Please note that the payment of EMI's is only "deferred" by 3 months.

All EMI dues, thus, falling due between March 1, 2020 and May 31, 2020 as per your loans are eligible for moratorium of 3 months.

2. Is moratorium on principal or interest or both?

- Moratorium is on payment of EMI's which include both principal and interest.
- It is just a shifting of tenor of repayment of loan by 3 months
- Repayment schedule for such loans as also the residual tenor, will be shifted across the board by three months after the moratorium period (For Example -120 months' tenure will change to 123 with this moratorium)
- Interest shall continue to accrue during the 3 months' holiday period.

3. Who is eligible to avail the moratorium?

If your account has not been declared NPA as on 1st March 2020 and have outstanding balance, you are eligible to avail the moratorium.

If you have any dues unpaid falling prior to March 1, 2020 on your Loan account/s, the same will continue to age and will subsequently result in classification of account as NPA. Reporting of such accounts to Credit Information Companies (CIC) will continue.

4. How will I be able to avail the moratorium facility?

The Company has decided to extend the moratorium to all its borrowers in accordance with RBI Guidelines. However, borrowers are free to make repayments / service the loans at their own will even for dues of moratorium period.

5. Should I avail the moratorium?

Availing moratorium is purely your choice and this is intended to overcome the strain in cashflows during the relevant period caused due to COVID-19.

We, however, recommend you paying the EMI's on due dates if there is no disruption in your cash flows to avoid accumulation of interest charges. The repayment schedule for such loans as also the residual tenor will get shifted across the board by three months . Interest shall continue to accrue on the outstanding portion of the term loans during the moratorium period. So moratorium allows deferment of EMI dues but interest will continue to accumulate on the outstanding amount **(RBI Notification Ref: no RBI/2019-20/ 186 DOR.No.BP.BC.47/21.04.048/2019-20 "COVID-19 – Regulatory Package" dated March 27, 2020)**

6. Which charges will not be applicable to my EMI's falling due during moratorium period?

- Late payment fees
- Cheque return fees
- Auto debit / ECS return fees

7. I have already paid my EMI dues post March 1, 2020. Can I still avail moratorium?

You can avail this facility any time between March 1, 2020 and May 31, 2020. If you have already cleared your dues for any particular month, you may still avail this facility for the remaining period till May 31, 2020.

8. I have already made a payment towards my EMI post March 1, 2020. Can I get a refund for the same?

No request for refund of payment/s made towards EMI dues during this period will be accepted by the Company.

9. How will I know my Loan outstanding during this period?

You can get in touch with our recovery personnel at branches or reach our customer care to know the loan outstanding amount or send an email.

10. What happens to my Loan outstanding post the moratorium period?

The repayment schedule for such loans as also the residual tenor will get shifted across the board by three months . Interest shall continue to accrue on the outstanding portion of the term loans during the moratorium period. After moratorium is over, Borrower has to pay the EMI'S on due dates as per the revised repayment schedule.

Post moratorium period if the EMI'S are not paid regularly as per the revised repayment schedule your account will start attracting additional finance charges as per the original agreement.

The Company will report default in repayment to Credit Information Companies (CIC).

11. Post the moratorium period, when do I need to pay my EMI dues?

You need to pay your EMI's as per the Due Date specified in revised repayment schedule.

For example, if your EMI in Jun 2020 falls on 10th of the month, you need to clear your dues by the Due Date. If your EMI falls due in the month of May 2020 this EMI will be eligible for moratorium, since this due date falls between March 1, 2020 to May 31, 2020. This has to be paid as per the revised repayment schedule.

12. Is moratorium applicable to NPA accounts?

No

13. Will Delay in EMI effect my Bureau score/overdue charges?

- No, the bureau score shall remain intact
- No overdue charges/delayed payment charges to be levied

14. If the customer is willing to foreclose his loan during moratorium period?

- Yes. A customer can close his loan account on payment of all outstanding dues.

The Company's policy in this regard is available on our website www.ikffhomefinance.com