



**Frequently  
Asked  
Questions  
(FAQ)**

# Frequently Asked Questions [FAQ]

#	QUESTION	ANSWER												
1.	Will CIMB Bank's Base Rate (BR)/ CIMB Islamic Bank's Islamic Base Rate (IBR) and Base Lending Rate (BLR)/ Base Financing Rate (BFR) reduce in view of Bank Negara's recent Overnight Policy Rate (OPR) cut?	Yes, CIMB Bank's BR / CIMB Islamic Bank IBR will be reduced by 25 basis points to 4.00% p.a, while BLR/BFR will be reduced to 6.85% p.a with effect from 15 May 2019.												
2.	What are the changes to the CIMB Bank's Base Rate (BR) and Base Lending Rate (BLR) / Base Financing Rate (BFR)?	BR and BLR/BFR serve as the main reference rate for consumer Variable Rate Loans/ Financing, banks in Malaysia can determine their own Base Rates. <table border="1" data-bbox="888 542 1748 771"> <thead> <tr> <th>Details</th> <th>OLD</th> <th>NEW</th> </tr> </thead> <tbody> <tr> <td>Base Rate</td> <td>4.25% p.a</td> <td>4.00% p.a</td> </tr> <tr> <td>Base Lending Rate</td> <td>7.10% p.a</td> <td>6.85% p.a</td> </tr> <tr> <td>Base Financing Rate</td> <td>7.10% p.a</td> <td>6.85% p.a</td> </tr> </tbody> </table>	Details	OLD	NEW	Base Rate	4.25% p.a	4.00% p.a	Base Lending Rate	7.10% p.a	6.85% p.a	Base Financing Rate	7.10% p.a	6.85% p.a
Details	OLD	NEW												
Base Rate	4.25% p.a	4.00% p.a												
Base Lending Rate	7.10% p.a	6.85% p.a												
Base Financing Rate	7.10% p.a	6.85% p.a												
3.	When will the revision of rate take into effect?	<u>For all new applications / applications in progress / existing accounts:</u> The rate revision will take into effect from 15 May 2019												
4.	Which loans/ financing will the revised BR and BLR/ BFR be applicable to?	It is applicable to all new and existing customer loan/ financing types (i.e. Mortgages, ASB, Auto Finance, Overdraft) with Interest/ Profit Rates pegged to BR/ BLR/ BFR. This includes both Conventional and Islamic.												



# Frequently Asked Questions [FAQ]

#	QUESTION	ANSWER
5.	How is the bank communicating to customers regarding the revision of the BR and BLR/ BFR?	<ul style="list-style-type: none"><li>• <b>Communication to all customers:</b> The bank is adopting a multichannel approach and will communicate by placing notices in Branches, AFC (Auto Finance Centers), ATM/ CDM screens, Clicks Important Notice and CIMB website.</li><li>• <b>Notices to customers with Instalment Change:</b> There will be physical notice(s) mailed to impacted customers.</li><li>• <b>Hire Purchase Variable Rate customers:</b> There will be physical notice(s) mailed to all customers.</li></ul>
6.	When will the instalment be revised for the customer loans?	For the Variable Rate customers, the new BR/ BFR/ BLR will be with effect from 15 May 2019. However the instalment will be revised for impacted customers starting 1st July 2019.
7.	How will the change impact my instalment amount and/ or Financing Tenor?	<p>Instalment change is applicable to loan/ financing where there is reduction in instalment amount of RM50 and above.</p> <p>For customers whose monthly Instalment amount change is below RM 50, customer can opt to reduce their monthly Instalment with the revision of BR/ BLR/ BFR.</p>



# Frequently Asked Questions [FAQ]

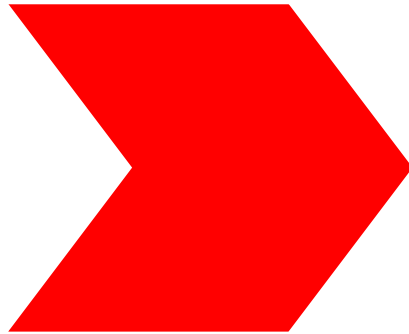
#	QUESTION	ANSWER												
8.	What should I do if monthly installment payment is made via auto debit/ standing instruction?	<ul style="list-style-type: none"> <li>▪ <b>For auto-debit loan/ financing payment from your Current/ Savings account:</b> The revised Instalment amount will automatically be debited.</li> <li>▪ <b>For Standing Instruction which have been arranged with CIMB or another banking institution:</b> Customer has to rearrange for a fresh Standing Instruction to pay based on the revised Instalment amount.</li> </ul>												
9.	If I have further enquiries regarding the revised BR/ BLR/ BFR, what are the contact channels?	<ul style="list-style-type: none"> <li>▪ Call CIMB Call Centre at 03-6204 7788</li> <li>▪ Visit any CIMB Branch</li> <li>▪ If you are a CIMB Preferred Member call 1300 885 300 or</li> <li>▪ Preferred customer, may call their Relationship Manager</li> <li>▪ Corporate customer, call 1300 888 828</li> </ul>												
10.	What is the effective interest/ profit rate and instalment amount if the home loan/ financing is RM350,000 and tenure is 30 years?	<table border="1"> <tr> <td><b>Financing Amount: RM350,000</b></td> <td><b>BR</b></td> </tr> <tr> <td><b>Tenure: 30 years</b></td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BR = 4.00% 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>4.75% p.a. (4.00% p.a + 0.75% p.a.)</td> </tr> <tr> <td>Monthly Instalment</td> <td><b>RM1,826</b></td> </tr> </table>	<b>Financing Amount: RM350,000</b>	<b>BR</b>	<b>Tenure: 30 years</b>		Reference Rate	BR = 4.00% p.a	Interest/Profit Rate	BR + 0.75% p.a	Effective Interest/Profit Rate	4.75% p.a. (4.00% p.a + 0.75% p.a.)	Monthly Instalment	<b>RM1,826</b>
<b>Financing Amount: RM350,000</b>	<b>BR</b>													
<b>Tenure: 30 years</b>														
Reference Rate	BR = 4.00% p.a													
Interest/Profit Rate	BR + 0.75% p.a													
Effective Interest/Profit Rate	4.75% p.a. (4.00% p.a + 0.75% p.a.)													
Monthly Instalment	<b>RM1,826</b>													



# Frequently Asked Questions [FAQ]

#	QUESTION	ANSWER												
11.	What is the effective interest/ profit rate and instalment amount if the ASB is RM200,000 and tenure is 30 years?	<table border="1"> <tr> <td><b>Financing Amount: RM200,000</b></td> <td><b>BR</b></td> </tr> <tr> <td><b>Tenure: 30 years</b></td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BR = 4.00% 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>4.75% p.a. (4.00% p.a + 0.75% p.a.)</td> </tr> <tr> <td>Monthly Instalment</td> <td><b>RM1,043</b></td> </tr> </table>	<b>Financing Amount: RM200,000</b>	<b>BR</b>	<b>Tenure: 30 years</b>		Reference Rate	BR = 4.00% p.a	Interest/Profit Rate	BR + 0.75% p.a	Effective Interest/Profit Rate	4.75% p.a. (4.00% p.a + 0.75% p.a.)	Monthly Instalment	<b>RM1,043</b>
<b>Financing Amount: RM200,000</b>	<b>BR</b>													
<b>Tenure: 30 years</b>														
Reference Rate	BR = 4.00% p.a													
Interest/Profit Rate	BR + 0.75% p.a													
Effective Interest/Profit Rate	4.75% p.a. (4.00% p.a + 0.75% p.a.)													
Monthly Instalment	<b>RM1,043</b>													
12.	What is the effective interest/ profit rate and instalment amount if the auto finance loan/ financing is RM90,000 and tenure is 7 years?	<table border="1"> <tr> <td><b>Financing Amount: RM90,000</b></td> <td><b>BLR/BFR</b></td> </tr> <tr> <td><b>Tenure: 7 years</b></td> <td></td> </tr> <tr> <td>Reference Rate</td> <td>BLR/BFR = 6.85% p.a</td> </tr> <tr> <td>Interest/Profit Rate</td> <td>BLR/BFR – 1.80% p.a</td> </tr> <tr> <td>Effective Interest/Profit Rate</td> <td>5.05% p.a. (6.85% p.a – 1.80% p.a.)</td> </tr> <tr> <td>Monthly Instalment</td> <td><b>RM1,274</b></td> </tr> </table>	<b>Financing Amount: RM90,000</b>	<b>BLR/BFR</b>	<b>Tenure: 7 years</b>		Reference Rate	BLR/BFR = 6.85% p.a	Interest/Profit Rate	BLR/BFR – 1.80% p.a	Effective Interest/Profit Rate	5.05% p.a. (6.85% p.a – 1.80% p.a.)	Monthly Instalment	<b>RM1,274</b>
<b>Financing Amount: RM90,000</b>	<b>BLR/BFR</b>													
<b>Tenure: 7 years</b>														
Reference Rate	BLR/BFR = 6.85% p.a													
Interest/Profit Rate	BLR/BFR – 1.80% p.a													
Effective Interest/Profit Rate	5.05% p.a. (6.85% p.a – 1.80% p.a.)													
Monthly Instalment	<b>RM1,274</b>													





THANK YOU