

Frequently Asked Questions (FAQs) Deferral Relief Programme (DRP)



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| 1 | <p>Is the Bank providing any support to the impacted customers from the recent exceptional weather conditions?</p> | <p>The Bank has activated a Deferral Relief Programme (DRP) to extend assistance/relief by offering loan installment deferral of maximum up to 3 months for all individual Personal Loan and Auto Loan customers who were adversely impacted and who are having active and regular loans and who wish to apply for the same.</p> |
| 2 | <p>What is Deferral Relief Programme (DRP)?</p> | <p>DRP is a financial relief initiative allowing Personal Loan & Auto Loan individual Customers to defer monthly payments/installments for up to maximum of 3 months.</p> <p>This program extends to individual customers only who are affected by the recent exceptional weather conditions in the UAE.</p> |
| 3 | <p>Who is qualified for Deferral Relief Programme (DRP)?</p> | <p>Emirates NBD banking Individual customers with active Personal Loan or Auto Loan accounts who have been adversely impacted by the recent weather conditions are eligible to apply for DRP.</p> |
| 4 | <p>Is DRP granted automatically?</p> | <p>No, you will need to apply for the installment deferral under DRP with us and the application will be considered on the merits of each case.</p> |

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| 5 | How many months of installment deferment can I apply under DRP? | <p>Affected individual customers can receive up to 3-months loan installment payment deferment for Personal Loan & Auto loan.</p> <p>Customers have the flexibility to choose installment deferments of 1 month, 2 months & max up to 3 months according to their need, based on documents submitted and based on number of deferments already availed, subject to meeting all other norms.</p> |
| 6 | Is there any processing/deferment fees/charges applicable for requests under DRP? | <p>No, there is no processing/deferment fee that will be charged.</p> <p>The applicable Processing fees of AED 100+VAT for deferment request will not be charged under DRP.</p> |
| 7 | Will there be any changes to my interest rate? | <p>The prevailing interest rate will continue to remain, i.e., no change to the existing rate of interest.</p> |
| 8 | Will there be any interest charged on the deferred amount or during the deferral period? | <p>Loan Installment deferment under DRP is with interest & during the deferment period, all applicable interest will continue to accrue, and will be payable by you pursuant to the loan agreement. No additional interest will be levied.</p> |
| 9 | Will there be any change in my installment amount or loan tenure, if I apply for DRP? | <p>If you successfully apply for DRP, the last instalment amount/ the installments post deferment will vary in comparison to the other instalments as per repayment schedule and/or the loan tenor set out in the Loan Agreement/schedule may correspondingly increase.</p> |

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| <p>10</p> | <p>If I have already availed any deferment, will I be eligible for the DRP?</p> | <p>Yes, you can apply for a maximum of up to a three-month loan deferment under DRP subject to the eligibility norms.</p> <p>Few scenarios are enumerated below: <u>Personal loan Scenarios:</u></p> <ul style="list-style-type: none"> • If you are a Personal Loan customer having already availed TWO (2) EMI deferments in the current loan year as per policy, under DRP you can apply for only ONE (1) additional deferment without any supporting documents. • If you are a Personal Loan customer having already availed TWO (2) EMI deferments in the current loan year as per policy, under DRP you can apply for a maximum of up to THREE (3) additional deferments by submitting appropriate supporting documents. • If you are a Personal Loan customer and has not availed any deferments in the current loan year as per policy, you can apply for only ONE (1) deferment under DRP without any supporting documents AND a maximum of up to THREE (3) deferments by submitting appropriate supporting documents. <p><u>Auto Loan Scenarios:</u></p> <ul style="list-style-type: none"> • If you are an Auto Loan customer having already availed ONE (1) EMI deferment in the current loan year as per policy, under DRP you can apply for only ONE (1) additional deferment without any supporting documents. • If you are an Auto Loan customer having already availed 1 EMI deferment in the current loan year as per policy, under DRP you can apply for a maximum of up to THREE (3) additional deferments by submitting appropriate supporting documents. • If you are an Auto Loan customer and has not availed any deferments in the current loan year as per policy, you can apply for only ONE (1) deferment under DRP without any supporting documents AND a maximum of up to THREE (3) deferments by submitting appropriate supporting documents. |
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| 11 | Till when can I apply for the DRP? | You can apply for DRP till 30 th September 2024 and the last installment deferment considered will be for the month of November 2024 |
| 12 | How do I apply for the Deferment Relief Programme? | <p>Customer can apply for the DRP through the following channels:</p> <ul style="list-style-type: none"> • Website form (www.emiratesnbd.com/defer) • Call Center 600 540000 • Branches • Online Banking / Mobile Banking |
| 13 | Do I need to submit any supporting documents when I apply for the DRP? | <p>Customers applying for a ONE (1) month deferment are not required to submit additional documents.</p> <p>For more than 1 deferment and up to 3-months deferment, supporting documents such as</p> <ul style="list-style-type: none"> • Police Report (To whom so ever it may concern certificate – TWIMC) • Insurance Claim Certificate/Report/Document • Inspection Report • Letter from Landlord etc., are mandatory and to be submitted via DRP webpage www.emiratesnbd.com/defer |
| 14 | How long will it take to process the deferment request under DRP? | Your request will be processed within 4 working days, upon receipt of your request (complete request & with all necessary/appropriate documents). |
| 15 | Will I be notified of the status of my deferment request? | Yes, you will be notified via SMS. |

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| 16 | Will my credit record (AECB) be affected if I avail deferment under DRP? | No, it will not have an impact on your AECB as long as your loan is regular and with no overdue. |
| 17 | I have multiple loans with Emirates NBD and only want DRP for one loan, what should I do? | While submitting the request, please select only that loan in which you wish to apply for DRP. In case you want to apply for installment deferment under DRP for more than 1 loan, you will have to raise separate request for each loan. |
| 18 | Will I be able to apply for new loans if I apply for DRP? | Yes, you may. Note that any application for loan/facilities will be subject to the usual credit evaluation/review/verification and assessment process by the Bank. |
| 19 | If I am a Non-Banking customer, what do I do with the Direct Debit Standing instruction (DDS) for the repayment/ payment of my loan? | Please call us on +971600540000 Or Walk-in to our branch and we'll be happy to help. |
| 20 | If my financial condition is not affected, can I apply for deferment under DRP? | If you have not been impacted by the recent adverse weather conditions and have no difficulties in meeting your loan payment/repayment commitment, you must continue with your repayments/payments commitments as per usual. Please ensure that you maintain your payments up to date and future payments made when due as your ability to repay/pay your loans has not been impacted. |