



First Citizens

COVID-19 - Special Customer Relief Concessions – Loans and Mortgages

Frequently Asked Questions

April 1st, 2020

1. Q: Who is eligible for the 3-month loan payment deferral?

A: Only Individual/Personal customers whose loans are up to date or are less than 90 days in arrears.

A: Corporate and Commercial customers are required to apply for the proposed customer relief. The Bank will review and assess each business customer on a case by case basis. Please contact your Branch or Relationship manager for additional details.

2. Q: When does the 3-month loan payment deferral start?

A: This 3-month loan payment deferral begins March 2020 and ends May 2020 unless otherwise advised.

3. Q: Do I need to apply for the 3-month loan payment deferral?

A: Individual/Personal customers do not need to apply. The Bank is pleased to provide all customers, who are eligible as set out in the response to Question 1 above, with this opportunity to make it easier for you to benefit from this loan payment deferral in this difficult time.

A: Corporate and Commercial customers must apply in keeping with response to Q1 above.

4. Q: After the 3-month loan payment deferral has ended, am I required to pay the full amount outstanding?

A: No. Customers will be required to resume their normal monthly instalment payments. Your loan repayment period was extended by 3 months to accommodate your instalment payments under your loan agreement.

5. Q: What if I am not interested in the 3-month loan payment deferral?

A: Customers not interested in the 3-month loan payment deferral can notify the Bank through secure messaging via Online Banking. You will be required to utilize the available electronic channels to continue paying your loan. Please note that your account will reflect a 'prepaid' status for the duration of the payment deferral period and until the relevant changes to your loan or mortgage accounts have been reverted.

6. Q: If I have a standing order in place to make my loan and mortgage payments, what is required of me?

A: Further to responses provided to Questions 2, 3 and 5 above, please contact your Branch to reverse any standing order payments that are scheduled to be made over the 3-month period, if required.

7. Q: Will I qualify if I recently acquired a new loan, where no instalment has yet been paid or my loan has not yet been disbursed?

A: Yes, you will qualify for this payment deferral once your loan is booked and where your instalments are scheduled to be paid within the period March 2020 – May 2020. For e.g. If your loan is booked in the beginning of May 2020, you will be eligible to have one payment deferred.

8. Q: How do I contact the Bank if I have further questions about this offer?

A: You may contact us via the following means:

- Secure Messaging via Online Banking
- Call 62-FIRST (623-4778)
- Email us at info@firstcitizenstt.com
- Email us at specialrelief@firstcitizenstt.com
 - Customers are required to insert the name of their Branch in the subject line of the email.