

## EXTENDED SUPPORT SCHEME – INDIVIDUALS (ESS-I)

[Updated as of 24 June 2021]

Facility	Features
<p><b>ESS-I (Mortgages)</b></p> <p>Relief applies to customers who have not taken up relief, in respect of the following:</p> <ul style="list-style-type: none"> <li>• Residential property loans - owner-occupied and investment property loans</li> <li>• Commercial and industrial property loans</li> <li>• Mortgage equity withdrawal loans</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Reduced instalment repayment plans pegged at 60% of customers' monthly instalment.</b> For most customers, the 60% reduced monthly instalment will incorporate both interest and partial principal payments. This will ease customers' cash flow burden and facilitate gradual repayment of the principal amount. Customers should approach their lenders to find out about the specific repayment terms.</li> <li>• Customers can make reduced monthly instalments till 31 December 2021.</li> <li>• Loan tenure extension of up to a cumulative 3 years can be discussed with lenders on a case-by-case basis to ease customers' monthly instalments after the programme ends. Customers should approach their lenders to find out about the tenure extension offered.</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>• Opt-in basis for customers who are impacted by COVID-19 (at least 25% loss of income or loss of employment after 1 February 2020). Customers should provide proof of income/employment impact for lenders to perform an eligibility assessment.</li> <li>• Customers with mortgage repayments that are no more than 90 days past due at the point of application.</li> <li>• Granted expeditiously in response to customers' requests for assistance, but requests may be denied in exceptional cases.</li> </ul> <p><u>Application Period</u></p> <ul style="list-style-type: none"> <li>• Application window: Up till 30 September 2021.</li> </ul> <p><u>Customer Education</u></p> <ul style="list-style-type: none"> <li>• Customers will be given illustrations of: <ul style="list-style-type: none"> <li>○ the monthly payment amount during the reduced instalment payment period;</li> <li>○ the monthly instalment amount after the reduced instalment payment period; and</li> </ul> </li> </ul>

Facility	Features
	<ul style="list-style-type: none"> <li>○ the additional loan costs of taking up the reduced instalment payment programme, loan tenure extension and loan capitalisation (where applicable).</li> </ul>
<p><b>ESS-I (Personal Unsecured Credit)</b></p> <p>Relief applies to customers:</p> <ul style="list-style-type: none"> <li>• who have not taken up SFRP (Unsecured) on their credit cards and other revolving credit lines with their bank</li> </ul>	<ul style="list-style-type: none"> <li>• Customers can choose to convert outstanding unsecured debt from credit cards and other revolving credit lines to a term loan.</li> <li>• <b>The application window for the SFRP (Unsecured) will be extended till 30 September 2021</b>, to cater for customers who face delayed income / employment impact due to COVID-19, and have trouble repaying their unsecured revolving debt.</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>• Customers who have not taken up SFRP (Unsecured) on their credit cards and other revolving credit lines with their bank:</li> <li>• Opt-in basis for customers who are impacted by COVID-19 (at least 25% loss of income or employment after 1 February 2020). Customers should provide proof of income/employment impact for lenders to perform an eligibility assessment.</li> <li>• Customers who are between 30 and 90 days past due at the point of application.</li> <li>• Singapore Citizen or Permanent Resident.</li> <li>• Granted expeditiously in response to customers' requests for assistance.</li> </ul>
<p><b>ESS-I (Debt Consolidation Plan)</b></p> <p>Relief applies to DCP customers:</p> <ul style="list-style-type: none"> <li>• who have not taken up DCP relief</li> </ul>	<ul style="list-style-type: none"> <li>• <b>The application window for the DCP relief (i.e. loan tenure extension of up to 5 years) will be extended till 30 September 2021</b>, to cater for DCP customers who face delayed income / employment impact due to COVID-19, and have trouble repaying their DCP loans..</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>• Opt-in basis for customers who are impacted by COVID-19 (impact on income or employment after 1 February 2020). Customers should provide proof of income/employment impact for lenders to perform an eligibility assessment.</li> </ul>

Facility	Features
	<ul style="list-style-type: none"> <li>• Customers who are between 30 and 90 days past due at the point of application.</li> <li>• Granted expeditiously in response to customers' requests for assistance..</li> <li>• DCP customers currently on DCP relief and are facing or anticipate that they will face repayment difficulty:</li> <li>• Opt-in basis for customers who are impacted by COVID-19.</li> <li>• Granted expeditiously in response to customers' requests for assistance.</li> </ul> <p><u>Customer Education</u></p> <ul style="list-style-type: none"> <li>• Customers will be given illustrations of:               <ul style="list-style-type: none"> <li>○ the monthly instalment amount before and after taking up the loan tenure extension; and</li> <li>○ the additional loan costs of taking up the loan tenure extension and loan capitalisation (where applicable).</li> </ul> </li> </ul>
<p><b>ESS-I (Renovation Loans)</b></p> <p>Relief applies to customers:</p> <ul style="list-style-type: none"> <li>• who have not taken up renovation loan relief</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Customers can apply to extend their renovation loan tenure up to a cumulative 3 years.</b> This will reduce the monthly instalments for customers who are facing repayment difficulties. Customers should approach their banks to find out about the tenure extension offered by their banks.</li> <li>• The maximum tenure extension of 3 years includes any tenure extension granted to customers under the current renovation loan relief.</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>• Opt-in basis for customers who are impacted by COVID-19 (impact on income or employment after 1 February 2020). Customers should provide proof of income/employment impact for banks to perform an eligibility assessment.</li> <li>• Customers with renovation loans that are no more than 90 days past due at the point of application.</li> <li>• Granted expeditiously in response to customers' requests for assistance.</li> </ul>

Facility	Features
	<p><u>Application Period</u></p> <ul style="list-style-type: none"> <li>Up to 30 September 2021.</li> </ul> <p><u>Customer Education</u></p> <ul style="list-style-type: none"> <li>Customers will be given illustrations of:           <ul style="list-style-type: none"> <li>the monthly instalment amount before and after taking up the loan tenure extension; and</li> <li>the additional loan costs of taking up the loan tenure extension and loan capitalisation (where applicable).</li> </ul> </li> </ul>
<p><b>ESS-I (Student Loans)</b></p> <p>Relief applies to customers with <u>non-MOE student loans</u> who have not taken up student loan relief</p>	<ul style="list-style-type: none"> <li><b>Customers can apply to extend their student loan tenure up to a cumulative 3 years.</b> This will reduce the monthly instalments for customers who are facing repayment difficulties. Customers should approach their banks to find out about the tenure extension offered by their banks.</li> <li>The maximum tenure extension of 3 years includes any tenure extension granted to customers under the current student loan relief.</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>Opt-in basis for customers who are impacted by COVID-19 (impact on income or employment after 1 February 2020). Customers should provide proof of income/employment impact for banks to perform an eligibility assessment.</li> <li>Customers with student loans that are no more than 90 days past due at the point of application.</li> <li>Granted expeditiously in response to customers' requests for assistance.</li> </ul> <p><u>Application Period</u></p> <ul style="list-style-type: none"> <li>Up to 30 September 2021.</li> </ul> <p><u>Customer Education</u></p> <ul style="list-style-type: none"> <li>Customers will be given illustrations of:</li> </ul>

Facility	Features
	<ul style="list-style-type: none"> <li>• the monthly instalment amount before and after taking up the loan tenure extension; and</li> <li>• the additional loan costs of taking up the loan tenure extension and loan capitalisation (where applicable).</li> </ul>
<p><b>ESS-I (Motor vehicle loans and hire purchase agreements)</b></p> <ul style="list-style-type: none"> <li>• Subject to case-by-case assessment by lenders</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Customers in need of assistance can approach their lenders to discuss suitable repayment options or relief on a case-by-case basis.</b></li> <li>• In its assessment, lenders will take into account factors such as customers' financial condition, need for the use of a motor vehicle, current market value of the motor vehicle and its estimated market value after the deferment period (if applicable).</li> <li>• Customers are encouraged to continue repayment where possible, and/or consider other options given the nature of motor vehicles as depreciating assets.</li> </ul> <p><u>Eligibility</u></p> <ul style="list-style-type: none"> <li>• Subject to case-by-case assessment by banks.</li> </ul> <p><u>Customer Education</u></p> <ul style="list-style-type: none"> <li>• Customers will be given illustrations of: <ul style="list-style-type: none"> <li>○ the monthly instalment amount before and after taking up the relief; and</li> <li>○ the additional loan costs of taking up the relief and loan capitalisation (where applicable).</li> </ul> </li> </ul>