

Frequently Asked Questions ADCB COVID-19 Measures

A. Instalment deferment under COVID-19 Targeted Economic Support Scheme (the "Scheme")

1. Who is eligible to apply for the relief measures under this Scheme and which ADCB or ADCB Islamic Banking offering qualifies for the relief under the Scheme?

ADCB or ADCB Islamic Banking retail Customers whose cash flow / income has been affected due to COVID-19 but who are not in default already, for any other reason, under any ADCB Offering or ADCB Islamic Banking Offering, may apply for the relief stated in point 2 below. All ADCB or ADCB Islamic Banking retail Loan / finance Customers, as stated above, that have one or more of the following ADCB or ADCB Islamic Banking offerings, may be eligible:

- Personal Loan / Personal Finance;
- Smart Loan / Smart Finance;
- Car Loan / Car Finance; and / or,
- Mortgage Loan / Finance.

Customers can apply for deferment stated in point 2 below, across all the above ADCB Offering or ADCB Islamic Banking Offerings, subject to meeting the conditions provided by ADCB.

2. What does the Scheme offer and what are the applicable guidelines and documents requirement?

ADCB or ADCB Islamic Banking customers can apply for any of the following relief measures, subject to the sole discretion of ADCB or ADCB Islamic Banking:

Deferment Option	Customer Type	Maximum Deferment Period	Fees/Interest/Profit	Documents Required
A	Existing ADCB Retail Asset Customer(s)	Up to one (1) month	No deferment fees Interest/profit will be charged	No documents required
B	Customers active in job and placed on unpaid leave / delayed salary	Up to six (6) months (The deferment period to be lower of unpaid leave duration OR six (6) months)	No deferment fees Interest / profit will be waived for first three (3) instalment deferrals only and will be charged for the remaining deferment months	Letter from employer confirming unpaid leave
C	Salaried customers with reduction in salary / benefits	Up to six (6) months	No deferment fees Interest / profit will be charged	Letter from employer mentioning drop in salary / benefits
D	Tested positive for COVID-19	Up to six (6) months deferment	No deferment fees Interest / profit will be waived for the deferment period	Medical certificate issued in the UAE confirming COVID-19 infection

Explanation on above points:

a- Deferment of one month (1) instalment with service charge waiver only (interest / profit will accrue):

This facility is offered to all the Customers on their existing facilities wherein the Customer's repayment period will be extended at the end of this period to tide over the temporary difficulties.

In case one (1) deferment has already been availed, the Customer can still avail 2nd deferment if two (2) monthly payments have been made.

b- Deferment for a period of up to six (6) months with interest / profit waiver for the first three (3) months:

This facility will be offered to customers who are placed on unpaid leave as a result of COVID-19 only.

c- Deferment for a period of up to six (6) months with interest / profit charged:

This facility will be offered to the Customers who are experiencing temporary shortfall in cash flow / income / salary / loss of business, as a result of COVID-19 only.

d- Deferment for a period up to six (6) months with interest / profit waiver:

For Customers who have been tested positive for COVID-19 and have submitted relevant supporting documents to ADCB. A total of six (6) instalment deferments can be applied, prior to 30 Sep 2020. Last instalment deferment will be for the month of Dec 2020.

In case the Customer has already availed any COVID 19 deferments, only the balance of six (6) instalments will be eligible for the deferral.

3. I have a Credit Card from ADCB. Do I qualify for deferment on Credit Cards?

No, deferment is not available on Credit Cards. Repayments will need to be made as per ADCB standard Terms and Conditions applicable to the Credit Card.

4. While I have not been placed on unpaid leave, my income has been reduced due to COVID-19. How I can benefit from this Scheme?

Where the salary / cash flow reduction is temporary (E.g., certain allowances have temporarily been suspended; however, once normal operations resume, these allowances are expected to be restored), you are eligible for a maximum of six (6) months deferments.

Interest / profit will be charged during the deferment period in such cases.

A letter from the employer mentioning the drop in salary / benefits, along with duration for which the curtailment would continue, will be required.

Where the salary / cash flow reduction is permanent (E.g., certain allowances have been withdrawn / salary has been reduced), you can apply for a reschedule / restructure of payments in light of the reduced income.

5. I am still employed; however, I have not received my salary as my employer is facing some cash flow issues.

In such instances, you can approach ADCB and request for a total of up to six (6) deferments. Approval of deferment is subject to the discretion of ADCB and subject to ADCB Policies and Terms and Conditions applicable to your Loan/ finance.

If the cash flow issues are anticipated in advance, a letter from the employer will be required. In instances where salary credit is not received, as established by the Statement of Account, you will be eligible to apply for the instalment deferment, subject to submission proof of employment continuity.

6. How will I be eligible for interest / profit waiver during the period of deferment?

The waiver of interest / profit will be dependent on the period during which your cash flow / income has been adversely affected due to COVID-19. The waiver of interest / profit is applicable to Customers who have been tested positive for COVID-19 or have been placed on unpaid leave as a result of COVID-19. The Customers who have tested positive for COVID-19 will have interest/profit waiver for six (6) months, and Customers who have been placed on unpaid leave will be eligible for interest/profit waiver for first three (3) instalment deferrals only. Interest rate will be charged and subsequently reversed on monthly basis.

7. I am a self-employed Customer with a Mortgage Loan/finance / Car Loan / Car Finance, and my cash flow has been disrupted due to COVID-19. How can ADCB help me?

ADCB will review your cash flow / income and, at its discretion, may be able to assist with deferment of maximum of six (6) months instalment. This will be subject to proof of cash flow disruption in the form of delayed receivables / lower turnover. Interest / profit will be charged during the deferment period in such cases. In addition, you can apply for a restructure of your facility based on your new cash flow.

8. Can I avail deferment on the Loan / finance that is currently in default?

If you are already in default, due to any reason other than being affected by COVID-19, you are not eligible for the benefits under this Scheme. However, if you can provide actual evidence of a reduction in cash flow / income / salary / loss of business, due to COVID-19, which led to the default on your Loan / finance, ADCB will review such requests and let you know if you are eligible for the benefit under this Scheme. If approved, kindly note that no waiver of interest / profit rate will be provided for such cases.

9. Can I avail of consecutive instalment deferments?

Yes, consecutive instalment deferments can be availed.

10. Can I apply for deferment on multiple ADCB or ADCB Islamic Banking offerings?

Yes, you are eligible for deferment on products as stated in point 1 above.

11. My Loan / finance with ADCB has been recently approved and my first instalment is not yet due. Can I avail deferment of my instalment?

Your first instalment has to be paid subsequent to which you may avail a deferment in case your salary/income has been impacted due to the COVID-19 situation as detailed in point 2 above.

12. I have just applied for a Loan / finance with ADCB and it is currently under process. Am I eligible for deferment under this Scheme?

Deferments are being offered to existing Loan/finance Customers. In case your salary/income is affected in future, you may avail any of the deferment options mentioned at point 2 above.

13. I have Loan / finance with ADCB under the National Loans Scheme (NLS). Am I eligible for deferment under this Scheme?

Yes, under this Scheme, one instalment deferment is permissible for the Customers who have availed the National Loans Scheme (NLS). Additional deferments will require documents as specified herein.

Approval of deferment is subject to the discretion of ADCB and ADCB Terms and Conditions will be applicable.

We would like to reiterate that the Scheme is designed for customers who are adversely affected by COVID-19. Hence, ADCB will not consider any other cause, for any request made by the Customer under the Scheme.

14. I have availed a one (1) month deferment without submitting documentation, after which my salary has been reduced. Can I now avail additional deferment?

As mentioned above, if your salary has been reduced due to COVID-19, ADCB will review the documents and conduct adequate checks before your request is considered. The one (1) month deferment availed will be considered as part of the total eligible instalment deferrals under this Scheme. Interest / profit will be charged during the deferment period in such cases.

15. While I have not personally been tested positive for COVID-19, my close family member has tested positive. Can I avail of deferment?

We will consider such cases as an exception and commit to reviewing them on compassionate grounds, at the sole discretion of ADCB. Medical proof of the affected relative and documents proving relationship with the affected family member must be provided. Interest / profit rate will not be waived in such cases.

16. My employer has not provided me with any letter for proof of discontinuation or reduction in salary. What documents can I provide in order to avail deferment?

In the absence of documentary proof for salary discontinuation or reduction, ADCB may choose to evaluate the request based on the salary discontinuation or reduction comprehended through your Statement of Account. Interest / profit rate will not be waived in such cases. In such cases, only one month deferment can be availed at a time.

17. I have availed a Personal Loan from ADCB against salary credit but my salary is not being credited to ADCB. Will I be eligible for a deferment?

Salary credit to ADCB is mandatory for all Personal Loan. Therefore, to avail any deferment, salary should be transferred regularly to ADCB.

18. I have lost my job and currently I am unemployed. Am I eligible for deferment under this Scheme?

Under this Scheme, deferments are granted to the Customers, who have been impacted by COVID-19 but active in job. For any assistance you can reach us on details mentioned in point 21 below.

19. Will ADCB communicate in writing the reasons for not offering interest / profit rate waiver or the extent of waiver?

ADCB will communicate the extent of interest / profit rate waiver to the Customer. However, ADCB is not obliged to communicate the reasons for the extent of reduction or not approving a request for a reduction interest / profit rate by the Customer.

20. When is the last date to apply for deferment under this Scheme?

30th September 2020 will be the last date to apply for a deferment under this Scheme and deferments will not exceed 31st December 2020. Deferment requests should be submitted at least three (3) days prior to the Payment Due Date.

21. How do I apply for a deferment?

To apply for deferment you can use any of our following channels. However, while our Branches will be happy to serve you for some of the below transactions, we encourage you to apply through our contactless channels mentioned below for your health, safety and convenience.

To apply for a one month Personal Loan / Personal Finance deferment, you may use any of the following channels:

- **SMS DEFP to 2626** from your registered mobile number with ADCB
- Call our Contact Centre **600 50 2030** or **600 56 2626 (Islamic Banking customers)**
- Login the request through Internet Banking. You can apply for the deferment under the Service Request option.
- Visit any of our available branches, however we encourage you to apply through our contactless channels mentioned above for your health, safety and added convenience.

To apply for a one month Car Loan/Car Finance, Mortgage Loan/finance and/or Smart Loan / Smart Finance, you may use any of the following channels:

- Send an SMS from your registered mobile number with ADCB:
 - ✓ Mortgage loan / finance - **SMS DEFH to 2626**
 - ✓ Car loan / finance - **SMS DEFA to 2626**
 - ✓ Smart loan / finance - **SMS DEFS to 2626**
- Call our Contact Centre **600 50 2030** or **600 56 2626 (Islamic Banking customers)**
- Visit any of our available Branches, however we encourage you to apply through our contactless channels mentioned above for your health, safety and added convenience.

To apply for a more than one month Car Loan/Car Finance, Personal Loan/Personal Finance, Mortgage Loan/finance and / or Smart Loan / Smart Finance), you may use any of the following channels:

- Call our Contact Centre **600 50 2030** or **600 56 2626 (Islamic Banking customers)**
- Send an Email from your registered email ID with the bank along with supporting documents to contactus@adcb.com
- Visit any of our available branches, however we encourage you to apply through our contactless channels mentioned above for your health, safety and added convenience.

B. ADCB Debit Card Scheme

1. Debit Card – ATM Cash Withdrawals or Balance Inquiry in UAE

- **What is the measure?**

Waiver on Cash Withdrawals (successful and declined) and balance inquiry fees across any ATM in UAE.

- **Which cards are eligible?**

All ADCB or ADCB Islamic Banking Debit Cards (including former UNB) are eligible.

- **What is the validity period?**

This benefit is applicable for Cash Withdrawals and balance inquiry done from **2nd April until 30th September 2020** (both days inclusive).

- **Can you benefit more than once during the validity period?**

Yes.

- **How can I avail this benefit?**

ATM cash withdrawal and balance inquiry fees will not be charged for the eligible transactions.

- **Will the waiver apply for all cash withdrawals?**

Waiver is not applicable for Cash Withdrawals or balance inquiries on ATM's located outside UAE.

2. Debit Card – ATM Cash Withdrawals or Balance Inquiry in GCC (non-UAE)

- **What is the measure?**

Partial waiver on Cash Withdrawals and balance inquiry fees across any ATM's in GCC (non-UAE). You will be charged AED 5 for cash withdrawal and AED 2.50 for balance inquiry (the "Discounted Charges").

- **Which cards are eligible?**

All ADCB or ADCB Islamic Banking Debit Cards (including former UNB) are eligible for the Discounted Charges.

- **What is the validity period?**

This benefit is applicable for Cash Withdrawals and balance inquiries done from 27th March 2020 until 15th September 2020 (both days inclusive).

- **Can you use this benefit more than once during the validity period?**

Yes.

- **How can you avail this benefit?**

ADCB will charge the Discounted Charges on the Cash Withdrawal charged partially for the eligible transactions.

- **Will the waiver apply for all cash withdrawals?**

Waiver is not applicable for Cash Withdrawal or balance inquiries on ATM's located outside GCC.

Unless defined herein capitalised terms used above, in section A and B of these FAQs, shall bear the same meaning as defined in ADCB Consumer Banking Terms and Conditions (Conventional or Islamic, as applicable) available on ADCB Website adcb.com. ADCB Consumer Banking Terms and Conditions (Conventional or Islamic, as applicable) available on ADCB Website adcb.com applies. [CLICK HERE](#) to read applicable Terms and Conditions.