

SBP Relief Package FAQs

Personal Installment Loan & Ready Line

Deferral of Principal

Q: Is the deferment of Principal Loan amount for twelve months applicable on all types of loans e.g. (Personal Loan and Ready Line)?

The deferment of Principal Loan amount for twelve months is applicable on all types of loans including Personal Loan and Ready Line, subject to following three main conditions:

- i. The borrower makes a written request before 30-Jun-2020
- ii. The loan is not “non-performing” as of 31-Dec-2019
- iii. The borrower continues to service mark-up payment as per agreed terms & conditions.

Q: Will I qualify for the deferment of Principal Loan amount for twelve months if my loan has become overdue by more than 90 days [Non-performing] after 31-Dec-2019?

Yes. All loans which are regular / performing (i.e. not classified) as of 31-Dec-2019 and qualify for deferment of principal for twelve months and for rescheduling / restructuring. These loans will continue to be treated as regular loans, subject to condition the deferment of principal amount or rescheduling / restructuring of the loan is executed successfully before the loan becomes 180 days past due.

Q: Will my principal be deferred automatically?

No. You will have to request for principal deferral by contacting Silkbank Contact Center, emailing your request from a registered email address to info@silkbank.com.pk or by submitting a written request at our Asset Help Desks in Karachi, Lahore, & Islamabad

Q: Which principal amount can be deferred?

Principal outstanding as on request date, on or before 30th June 2020, can be deferred.

Q: When can I request principal deferral?

You may request this facility at any time till 30-June-2020.

Q: Can the bank decline my request?

Yes, however the bank will inform you of its decision within 15 working days of receiving your request in case your request is declined and will also mention the reasons for declining the request.

Q: Can I request principal deferment of less than or more than 12 months?

You may request for deferment up to 12 months (i.e. 1-12 months) but not more than 12 months. For more than 12 months, options of rescheduling or restructuring will apply.

Q: Will mark-up still be applicable on deferred amount?

Yes, markup at the prevailing rates will still be applicable and you will be liable to pay the billed service charges every month. In case of Personal Loans, you will be issued a revised repayment schedule for the period your principal is deferred, and tenure will be increased equal to deferment period

Q: Will I be charged any fee on deferral of principal amount?

No, you will not be charged any additional charges on availing this benefit except as per the then prevailing SOCs

Q: Can I avail this benefit multiple times?

No, this benefit is being offered to customers only once.

Q: After availing this benefit, can I continue to use my Silkbank Ready Line?

Yes, you may continue to use your available limit against the facility.

Q: What will happen to the deferred principal amount once deferment period is over?

In case of Ready Line: The amount will become outstanding once the deferment period is over and will become part of your outstanding balance, which will be billed to you as per normal business practice being part of your minimum payment

In case of Personal Installment Loan: Once the deferment period is over, you will be issued a new repayment schedule with the principal portion added back and new EMI (Equal Monthly Installment amount), and tenure will be increased equal to deferment period.

Q: Will the borrower have to make heavier repayment for principal amount after the expiry of deferment period?

No. the deferment of principal amount will not result in heavier repayments after expiry of deferment period. The complete repayment schedule / tenor of the loan would be extended by deferred period. The markup rate prevailing at the time of new repayment schedule will apply [e.g. maturity dates of all succeeding installments due during and after the expiry of deferment period will shift forward by an equal period uniformly]. Therefore, the borrower will not have to make heavier repayments after expiry of deferment period.

Q: Will I be reported in eCIB if I avail this benefit?

Your eCIB will be reported as per standard guidelines of SBP.

Restructuring / Rescheduling of Loan

Q: Will my loan be Restructured / Rescheduled automatically?

No. You will have to request this benefit by contacting Silkbank Contact Center, emailing your request from a registered email address to info@silkbank.com.pk or by submitting a written request at our Asset Help Desks in Karachi, Lahore, & Islamabad.

Q: Can anyone request Restructuring / Rescheduling of Loan?

The borrowers who need deferment of principal for more than twelve months or they cannot service the mark-up payment may individually request the bank for rescheduling / restructuring of their loans. The bank will evaluate all such requests of rescheduling / restructuring of loans and decide accordingly.

Customers will have to submit valid proof that they are unable to service both the principal and markup or that they need deferral of principal for a period exceeding one year.

Q: When can I request my loan to be Restructured / Rescheduled?

You may request this facility at any time till 30-June-2020

Q: Can the bank decline my request?

Yes, it is at the bank's discretion to allow / decline such requests. However, the bank will inform you of its decision within 15 working days of receiving your request in case your request is declined and will also mention the reasons for declining the request.

Q: Will markup still be applicable?

It will depend; however, the bank will confirm any relief before processing your request.

Q: Can I avail this benefit multiple times?

No, this benefit is being offered to customers only once.

Q: Will I be reported in eCIB if I avail this benefit?

Your eCIB will be reported as per standard guidelines of SBP. However, failure to adhere to the terms and conditions of loan Restructuring / Rescheduling may lead you to being reported.