

RBI Covid-19 Regulatory Package: EMI/ Interest Moratorium

These are unprecedented times and it is a time that we need to be together to fight this COVID-19 crisis.

In line with the RBI guidelines and to show our solidarity in standing with you, Reliance Commercial Finance Ltd. (RCFL) is offering its customers EMI/ Interest moratorium for all EMIs/ interest falling due between 1st March 2020 and 31st May 2020, as a relief measure.

We understand in this current situation there may be disruptions in business leading to low cashflows or the earnings of individuals and self-employed professionals may have been impacted. Our aim through implementing this relief package is to ensure that you can continue to take care of your family, your business and your own self and tide over this temporary situation.

We advise you to stay safe and take care of yourself and your family!

Do check below details on EMI/ Interest moratorium package and guidance on how you can avail the EMI/ Interest moratorium.

1. What is the EMI moratorium provided for loans under COVID 19 - regulatory package?

The prevailing situation may pose a huge challenge for people at large. As a measure of solidarity, RBI has permitted all Indian Banks / Indian Financial Institutions to offer its customers up to 3 months moratorium on their EMI/ Interest payments falling due between 1st March 2020 to 31st May 2020.

2. Who is eligible?

All active RCFL customers who have availed Term Loans or Working Capital Loans prior to 1st March 2020 are eligible.

Customers having overdues prior to 1st March 2020 may also opt for the moratorium, and their requests shall be considered by RCFL based on its merits.

3. What will happen if I choose the EMI/ Interest Moratorium?

If you choose EMI moratorium,

- RCFL will not ask for any EMI/interest Payment till 31st May 2020.
- Interest will continue to accrue on the principal outstanding for the period of the moratorium at the contracted rate of the loan.
- The loan tenure will get extended by the corresponding period for which the moratorium has been availed.

For example, if the EMI for the month of March 2020 has been paid and moratorium for April & May 2020 has been availed, then the loan tenure will be extended to an extent to recover unpaid EMI and interest thereon. Customers will get their revised repayment schedule. You may have to submit fresh ACH mandate/s with revised loan end date to encash EMIs for extended tenor.

Please Note,

If your loan with us is a term loan, revised repayment schedule will be worked out incorporating the EMI deferment and accrued interest upon it. Unpaid EMIs with accrued interest on this to be spread across the balance tenor of the loan by extending balance tenor suitably to recover unpaid EMI. In this case, your actual interest outflow will be more than the original repayment schedule.

If your loan is a working capital loan, the accrued interest for the period of moratorium availed shall be payable by you immediately at the end of the moratorium period.

4. What will happen if a customer did not apply for a moratorium and EMIs are not paid during the moratorium period (1st March 2020 – 31st May 2020).

Customers who do not pay part /full EMI/ Interest falling due during the moratorium period are deemed to have availed moratorium for such unpaid part/ full EMI/ Interest, unless they specifically convey their intent to not avail the moratorium by writing it to us at customercare@reliancecommercialfinance.com from their registered email ID. However, since these customers have not registered their moratorium requests with RCFL, RCFL will continue to bank their EMI mandates (ACH, ECS, DD etc) as scheduled and in case the EMIs are not cleared, they will get collection calls/reminder messages/mails etc to pay the EMI/interest. They may respond to such collection calls either by paying pending EMIs/Interest, honouring EMI instruments banked, or express their willingness to avail moratorium. Requests will be reviewed as per RCFL moratorium guidelines.

Customer paying in any month/months of the moratorium period and not paying for the rest of the months, would be considered as if he/she has availed moratorium for the balance months.

Please note that in case EMIs remain unpaid and/or customer do not explicitly communicate by sending an email that he/she do not wish to avail moratorium, RCFL will automatically consider that the customer has availed moratorium and work out a revised repayment schedule for his/her loan.

5. If I do not want the EMI/ Interest moratorium, what should I do?

If you do not want the EMI moratorium, no further action is required from your side. We will continue to bank your repayment instructions. You will have to honour EMI banking done by RCFL through ACH/ECS/DD (if the same is your mode of repayment). For all other mode of repayment, you may do online payments into RCFL account as specified.

We encourage customers with adequate funds to continue paying during this period to avoid the extra interest charges and tenor extension. However, if you skip your EMI payment during this period, it is understood that you require EMI/ Interest moratorium till May 2020. Please refer the above FAQ/ point for details.

6. Why was my account debited when the RBI has announced a moratorium?

Opting for the Moratorium is entirely the customer's choice. We understand that all our customers may not opt for the Moratorium given that there is an additional levy of interest payable under the terms of the Moratorium.

Now, if you wish to opt for the Moratorium, we would be happy to consider your request and also, we would like to inform you that all your future EMIs till 31st May 2020 will be registered under moratorium and no EMI will be debited till 31st May 2020. Please note that, to consider stoppage of banking your EMIs/Interest, we must receive your moratorium request at least 3 days in advance from your EMI date.

7. If I have already paid my March EMI/interest, will I get moratorium for my June EMI/Interest since the scheme is for 3 months?

No. RBI Covid-19 package clearly states that any EMI/ Interest falling due between 1st March 2020 and 31st May 2020 only will qualify for the moratorium relief.

8. What charges will I pay, if I avail of this EMI/ Interest moratorium?

If you avail the EMI moratorium, there will be a levy of interest at the contracted rate of the loan for the period of EMI moratorium on the loan outstanding. There will be no additional charges/penalty of any nature applicable on moratorium.

9. How do I get this EMI/ Interest moratorium?

Scenario 1 – During nationwide lock down:

Step 1 - Login to <https://selfreliant.in>

Step 2 - Login to your account with your PAN or User ID (If in case your PAN is not registered, and you do not have a user name and password then please sign up as a first-time user with simple steps)

Step 3 - You need to click on the moratorium benefit tab

Or

Please register your request for moratorium so by sending an email to customercare@reliancecommercialfinance.com from your registered email ID. If in case, your email ID is not registered with us, then as an exception till lockdown is lifted, we can register your email ID and accept your request once you share the following on email:

For Individual customers, please provide any 2 of the following information:

1. Date of Birth of the main applicant
2. Copy of PAN card of the main applicant
3. Registered Address of the main applicant
4. Registered mobile number of the main applicant

For Non-Individual customers (like Partnership firms, Pvt/Pub Co., Trust, HUF etc), please provide any 2 of following information:

1. Date of incorporation of the Company
2. Copy of PAN Card of the Company
3. Registered address of the Company
4. Registered mobile number of the company

Please note that as an exception due to the unprecedented lockdown situation, RCFL will process your moratorium request even if it is received from an unregistered email id.

Scenario 2 – Once the Lockdown is lifted:

Once the lockdown is lifted and RCFL services are fully operational, you may send in your request through:

- Login at <https://selfreliant.in>
- E-mail to customer care – customercare@reliancecommercialfinance.com
- Phone call at RCFL Call Centre – 022-39484900 / 044-30787400
- A Letter
- Branch Visit

Please note that, to consider your request, we should receive your request at least 3 days in advance from your EMI cycle date.

10. I have more than one loan from RCFL (Ex. Personal Loan & Car Loan). Can I get EMI/ Interest moratorium for both the loans?

Yes, you can opt for EMI/ Interest moratorium for each loan that you have availed from us. Also, you will have to apply for moratorium for each loan account separately, quoting your Loan Account Number of each loan. Please remember that additional interest for the EMI/ Interest moratorium period will be applicable for each loan separately.

11. What happens if I have already paid the March and April instalments?

In that case the applicable moratorium period will be for the remaining 1 month i.e. for the month of May 2020

For example, if you have paid the instalment for the month of March 2020 then moratorium benefit will be provided for the month of April & May 2020.

And if you have paid the instalment for the month of March & April 2020 then moratorium benefit will be provided for the month of May 2020.

Please note that EMI once paid will not be refunded.

12. What if I have paid my EMIs for April 2020 and / or May 2020 and would like to avail the moratorium till 31st May 2020.

EMI once paid will not be refunded, however if there are any future EMIs which are due before 31st May 2020, those EMIs can be considered under moratorium benefit.

13. Does the moratorium affect my Credit Rating?

No. Opting for the EMI moratorium will not affect your Credit Rating or Score.

14. What if I opt for a Moratorium now, but later I decide to revoke it. Can I revoke it later and go back to the earlier repayment schedule?

No. Option once exercised cannot be revoked. However, you may always repay the unpaid EMIs/interest of moratorium period, at one go any time after moratorium period is over. By doing this you will save interest for future months on that amount.

Also, registering for moratorium benefit doesn't guarantee a confirmation on moratorium benefit. There are various factors which are considered before providing a moratorium benefit and RCFL deserves the right to reject the request if in case all requirements are not met.