

## Resolution framework 2.0 for COVID-19-related Stress of Individuals and small Business

### Frequently asked questions:-

**1) Which type of borrowers are eligible under the resolution framework 2.0 for COVID-19-related Stress pertaining to Retail loan segment (Personal Loans)**

Retail loans sanctioned to individual borrowers only are eligible as per the resolution framework

**2) Who are eligible under the resolution framework 2.0 for COVID-19-related Stress pertaining to Retail loan segment (Personal Loans)**

Bank shall extend the resolution under this facility only to borrowers having stress on account of Covid19

Only those borrower accounts shall be eligible, which were classified as standard, as on March 31, 2021 i.e. the account should be classified as standard as of March 31, 2021.

**3) What is the last date up to which customer can avail this resolution framework 2.0 ?**

Resolution under this framework shall be invoked not later than September 30, 2021.

Date of invocation (for Personal Loans) means the date on which the borrower and the Bank has agreed to proceed with a resolution plan under this framework

**4) What terms and conditions of sanction will be changed / amended under this resolution framework 2.0.**

Loan tenure and EMI will change accordingly after implementation of the resolution plan

**5) Whether fresh / additional documentation is to be executed? If so what are the additional documents to be executed?**

The following supplementary documents in continuation of earlier documents are to be obtained as under –

1. Application/Request letter for making resolution plan available
2. Supplementary Loan Agreement with amended terms & repayment schedule
3. B2G2

**6) Whether moratorium period can be availed under the resolution framework 2.0? If so what is the maximum period of moratorium?**

Yes, Moratorium period can be availed if required by the applicant. However, Interest during the moratorium period will be capitalized under this resolution plan and added to the principle amount. The maximum extend of moratorium period allowed under the framework is 24 months

**7) In case my account is standard on 31.03.2021 and already Bank has given moratorium of 6 months under Resolution framework 1.0. I have not repaid any instalments after 6 months and approached branch on 30.09.2021 for the resolution framework 2.0? Whether I am eligible under the resolution framework?**

Yes, you are eligible, the available moratorium is 18 months. The overall caps on moratorium and / or extension of residual tenor granted under Resolution Framework – 1.0 and this framework combined, shall be two years.

**8) Whether I can opt for 6 months moratorium and start repayments after 3 months?**

Yes, applicant can opt for 6 months moratorium period where interest will also be capitalized. However if applicant starts repaying after 3 months interest will be capitalized up to 3 months .

**9) Whether the loan EMI will reduce if I opt for extension of repayment period by 24 months (maximum) if I start repaying from next month of resolution framework 2.0.**

Yes loan EMI will reduce accordingly if applicant starts repaying from next month of resolution framework 2.0