

Retail Covid-19 loan relief measures

25 April 2020

This is a difficult period and you may find it difficult to meet your loan repayment commitments. If you have been impacted directly or indirectly by Covid-19, you can benefit from these schemes.

What loan reliefs are available?

Bank of Mauritius Support Programme

If your total monthly household or individual basic salary(ies) does not exceed Rs.50, 000, you may apply for the following:

Household (married couple or single parent)	Individuals
<ul style="list-style-type: none">◆ A moratorium on capital repayment for up to 6 months, from 1 April 2020 to 30 September 2020 for home loans and personal loans.◆ Relief on loan interest for 3 months, from 1 April 2020 to 30 June 2020 for home loans and personal loans. The Bank of Mauritius will bear the interest payable for this period.	<ul style="list-style-type: none">◆ A moratorium on both capital and interest repayment for up to 6 months, from 1 April 2020 to 30 September 2020 for home loans and personal loans. This will imply that you will not repay your loan instalments for 6 months.

HSBC Customer Assistance Programme

If you are not eligible or you do not wish to avail of above, you may apply for the following HSBC Customer Assistance programmes.

Loans taken by any HSBC customer
◆ A moratorium on capital repayment for up to 6 months , from 1 April 2020 to 30 September 2020 for home loans and personal loans
◆ A moratorium on capital <u>and</u> interest repayment for up to 6 months , from 1 April 2020 to 30 September 2020 for home loans and personal loans

How to apply from the above measures?

You can check your eligibility and apply for these measures by;

- ◆ Calling us on **800 1234** (local) or **+230 403 0750** (overseas) from 8.00a.m to 4.00p.m and we will arrange a call back by one of our staff.
- ◆ Sending us an email on hsbcmauritius@hsbc.co.mu and we will get in touch.
- ◆ Contacting your Relationship Manager if you are an AssetVantage customer.



What's next?

Once we have spoken to you, verified your eligibility and received your application, we will review same and advise you on the outcome as well as the loan accounts that have benefited from the relief within 5 working days.

What do we need from you?

Please provide us with below documentation by email to apply:

- ◆ Your last salary slip and that of your spouse.
- ◆ Your marriage certificate or birth certificate of your child/children if you a single parent.
- ◆ Letter/email/pay slip from your employer indicating that your salary has been reduced or that you are affected by the Covid-19 circumstances.
- ◆ Statement of accounts (bank statement of previous months or tax returns) will be required if you are self-employed.

We are here to help. To apply or for any queries, please contact us.