

## RBI Covid-19: EMI Moratorium FAQs

- The Reserve Bank of India (RBI) has announced an extension of the previously informed three-month loan EMI moratorium, by another 3 months to August 31, 2020
- In line with the same, the moratorium facility already availed by VWFS customers for Phase 1 has been extended by default till August 31, 2020. If customers wish to opt out from moratorium facility in Phase 2\* , Please write to us on [customercare.india@vwfs.com](mailto:customercare.india@vwfs.com) before June 05,2020
- \*Phase 1: March 01, 2020 to May 31, 2020 & Phase 2: June 01, 2020 to August 31, 2020
- Customer opting out of moratorium facility, will be given effect to, from the date of request received and not retrospectively.

### 1. Am I eligible to avail moratorium facility from Volkswagen finance Pvt Ltd?

All the Retail, Trucks & Buses and commercial vehicle customers are eligible for Moratorium facility.

### 2. What is the meaning of moratorium?

Moratorium means a payment holiday for a limited time period. No EMI payment has to be made by the customer pertaining to Moratorium period to Volkswagen Finance private Limited. The interest amount accrued during moratorium period will be added to the outstanding principle as on September 01, 2020 (For both phases).

### 3. How will my accrued interest be treated during moratorium?

Interest accrued during moratorium period will be added to the outstanding Principle amount as on September 01, 2020 (For both phases) and revised payment schedule will be generated.

### 4. What is the duration of moratorium facility?

A moratorium may be granted up to a period of six months for all amounts accruing as due between Mar 01, 2020 and August 31, 2020.

For E.g. Customers who have paid Installments for the month of March 2020 are not eligible for Moratorium for the month of March 2020. Customers who paid the installment for the month of April 2020 will not be eligible for Moratorium for the month of April 2020 and so on.

### 5. If my loan EMI is debited or returned, Will I be eligible for moratorium facility?

If your loan EMI has already been debited during this period, then you are not eligible for moratorium facility however you can opt the moratorium for unpaid EMIs till August 31, 2020.

**6. Does the moratorium affect my Credit Rating?**

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

**7. Has the RBI granted a compulsory moratorium?**

The moratorium facility is optional. The lending institutions have been permitted by RBI to allow a moratorium of up to three months. Discretion of granting a moratorium to any customer will remain solely with Volkswagen Finance Private Limited. This facility no way restricts any customers who is willing to pay EMI regularly, such customers can continue to pay EMIs.

**8. Will the moratorium be offered by default to every customer?**

No. (A) Availing of the moratorium is based on the request of the customer as per the process mentioned in next question. Kindly note that the discretion of granting a moratorium to any customer will remain solely with Volkswagen Finance Private Limited.

(B) Customer who have already opted for moratorium facility for Phase 1 i.e. March 01,2020 to May 31,2020 will be automatically considered for Phase 2 i.e. June 01,2020 to August 31,2020. In case if you wish to opt out from the moratorium facility in Phase 2 , Please write to us on [customercare.india@vwfs.com](mailto:customercare.india@vwfs.com) before June 05, 2020.

**9. How do I avail moratorium facility and do I need to submit any documents to avail this facility?**

To avail moratorium please click on the below given link and follow the instructions thereby

<https://tickets.vwfsindia.co.in/covid19relief>

Customer who have already opted for moratorium facility for Phase 1 i.e. March 01,2020 to May 31,2020 will be automatically considered for Phase 2 i.e. June 01,2020 to August 31,2020. Such customers need not to provide their consent again in our website .In case if you wish to opt out from the moratorium facility in Phase 2 , Please write to us on [customercare.india@vwfs.com](mailto:customercare.india@vwfs.com) before June 05, 2020.

Customer who have not opted for phase 1 can access our link as mentioned above and register the request.

**10. Where can I view the policy for Moratorium facility?**

It is available on our official website of Volkswagen finance private limited. Please visit the link given below and refer the point number: 5

**11. What should I do, if I am facing problem on the web page while registering consent for moratorium facility?**

Please close the page and re-open the URL.

**12. I have more than one loan from Volkswagen finance Pvt Ltd. Can I get EMI moratorium facility for all the loans?**

Yes, you can opt for EMI moratorium for each loan that you have availed from us. Please note that additional interest for the EMI moratorium period will be applicable for each loan separately.

If you have requested moratorium for single loan under such circumstance all your loans mapped under same customer Id by default will be considered for moratorium.

**13. What if I have opted for Structured schemes for my loan? What will be impact of moratorium on my EMI amount and tenure?**

The per month Installment amount will be increased by keeping the original number of installment as constant post moratorium period. Please note that the last instalment will get shifted by the same number of months for which you have availed the moratorium facility.

Note: Please note structured scheme will be converted into standard scheme with flat EMI hence the per month EMI amount will be increase. Also note that the structured schedule like Balloon, Bullet, staggered will not be available further.

**14. What if I have opted for residual value schemes for my loan? What will be impact of moratorium on my EMI amount, Residual value amount and tenure?**

The per month Installment amount will be increased by keeping the residual value amount and original loan tenure as constant post moratorium period.

**15. If in case my EMI is overdue for the month of Feb 2020, will the days past due reported to CIBIL including moratorium period.**

Yes, DPD for the Feb'2020 Instalment will be increased during moratorium period and thereafter, till the payment gets applied. DPD as on reporting date will be reported to CIBIL.

**16. What will be my loan tenure if I avail moratorium facility?**

**Standard Scheme:** The interest accrued during moratorium period will be added to Outstanding principle as on September 01, 2020 (For both phases) and revised repayment schedule will be generated by increasing the tenure accordingly and keeping the EMI constant.

**Structured Scheme:** The interest accrued during moratorium period will be added to Outstanding principle as on September 01, 2020 (For both phases) and revised repayment schedule will be generated by increasing per month Installment and keeping the original number of installment as constant post moratorium period. Please note that the last instalment will get shifted by the same number of months for which you have availed the moratorium facility.

Note: Please note **structured scheme** will be converted into standard scheme with flat EMI hence the per month EMI amount will be increased. Also note that the structured schedule like Balloon, Bullet, staggered will not be available further.

Residual Value Scheme: The per month Installment amount will be increased by keeping the residual value amount and original loan tenure as constant post moratorium period

**17. If I do not want the EMI 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.

Customer who have already opted for moratorium facility for Phase 1 i.e. March 01,2020 to May 31,2020 will be automatically considered for Phase 2 i.e. June 01,2020 to August 31,2020. In case if you wish to opt out from the moratorium facility in Phase 2 , Please write to us on [customercare.india@vwfs.com](mailto:customercare.india@vwfs.com) before June 05, 2020.

**18. Will I be charged with any late payment fees for non-payment of EMIs during the Moratorium Period?**

You will not be charged late payment fees for non-payment of EMIs pertaining to Moratorium period however you might be charged late payment fees for EMI's which are overdue as on 1<sup>st</sup> March 2020

**19. Can I make a partial payment or foreclose the loan during the Moratorium Period?**

Partial payment and foreclosure of the loan during Moratorium period is allowed. Standard charges apply.

**20. Do I need to pay any extra amount if I avail for this moratorium?**

No. We are not charging any fees for opting in for deferred EMI payments during the Moratorium Period however the interest during moratorium period will be applicable.

**21. Do I need to submit fresh Auto Debit or NACH debit mandates?**

Might be needed in certain cases, we will inform you if and when required.

**22. I have multiple Loans linked with single (NACH/PDC), can I opt for moratorium for a single loan?**

If you have requested moratorium for single loan under such circumstance all your loans mapped under same customer ID by default will be considered for moratorium.

**Note that the moratorium is a deferment of payment and not a waiver of interest.**