



Restructuring Repayment Plan (“Relief Plan”) For Property Loans

1. How does this program work?

The restructuring or Relief Plan aims to help borrowers who are facing difficulties with meeting repayments under their existing secured credit facilities, by giving them alternative payment options over both the short and long term. The relief plan will be tailored based on the borrower’s circumstances and may include options such as reduction in interest, principal, addition of a co-borrower or tenor extension as may be suitable, on a case by case basis, subject to the Bank’s review and approval.

Existing Citi Home Loan customers may apply to Citibank to discuss appropriate options.

2. Who is eligible to apply?

Existing Citi Home Loan customers who meet all the following criteria will be able to apply for this program:

- Must have an existing Citi Home Loan for more than 9 months
- No more than 180 days past due on your home loan repayment at the point of restructuring
- Have valid income and employment documentation
- Satisfactory litigation checks and no bankruptcy petition/suits against the borrowers
- Does not have an existing Citibank debt repayment or restructuring program

Kindly note that all applications are subject to Bank’s review and approval and the Bank is not obliged to provide reason or explanation for its decision.

3. How do I apply for this term loan program?

Please send an email to: customer.assistance.sg@citi.com to arrange to speak to a Bank representative.

4. What documents do I need to submit?

Once we receive your enquiry, a Bank representative will contact you via phone call and/or email within 3 business days from your request. Please assist to provide your relevant documents showing loss of income along with any other forms as requested by our representative.



5. Will my credit score be affected if I take up these options?

Your Citi Home Loan will be reflected in your credit bureau report as “Restructured” upon the approval of this program.

6. What should I do if I am subsequently unable to make repayments of my term loan?

If you face further difficulty with your repayments under the term loan(s), please speak with us to explore possible options, and we will help to see how your repayments can be restructured. Do note if you miss making payment of your installment by the due date, there will be interest charges at the contractual rate applied on all the unpaid amounts. The bank may be forced to review further actions should you fail to pay for 2 consecutive months

7. I am currently under Extended Support Scheme (ESS) program, will I be eligible to apply for this relief plan?

Customers are eligible to apply after the completion of the ESS program.

8. Is there any fees or charges that I need to pay to apply for the relief plan?

There are no additional fees or charges.