

## RBI EMI Moratorium FAQ

Please refer to the following FAQs if you availed the EMI Moratorium during the March/April/May 2020.

### **Tata Capital Financial Services Limited**

#### **1. What is a Moratorium and what is the relief under RBI COVID-19 regulatory package?**

Moratorium is a temporary postponement of payment of interest / principal / instalments. RBI has permitted Lenders to grant a moratorium on payment of Loan repayment instalments falling due between March 1, 2020 and May 31, 2020. However, interest on the Loan outstanding will keep getting levied for the deferred or moratorium period. If you opt for such moratorium, we will not present your repayment instrument during this period.

Please note that the time is short to hold back some repayment instruments for the EMI due in April. In case the EMI gets cleared and you opt for moratorium, we will refund the EMI amount to you.

#### **2. Who are eligible for the moratorium / deferment?**

The moratorium/deferral option shall be applicable to all loan customers of Tata Capital except for the loan accounts with more than 3 months EMI due as of 1st March 2020.

For the moratorium/deferral option for non-retail customers of all Tata Capital entities viz. Tata Capital Financial Services Limited (TCFSL), Tata Capital Housing Finance Limited and Tata Cleantech Capital Limited, please get in touch with your Relationship Manager. Customers for the loan accounts with more than 3 months instalments due as of 1st March 2020 will not be eligible for evaluation.

#### **3. My financial position is not impacted and hence I do not intend to avail moratorium and want to continue to make the EMI Payment as in the past. Can I do so?**

If your financial position is not impacted or you do not want to pay additional interest you do not need to do anything. Your EMI payment instrument will be presented as per schedule.

We encourage customers with adequate funds to continue paying during this period to avoid the extra interest charges and tenor extension.

#### **4. How will the Moratorium / Deferment work in case of Dropdown overdraft Facility?**

For customers who opt for deferment, the monthly dues will not be billed to the loan account till May 31, 2020. However, during the moratorium period, the interest would continue to accrue on the utilized amount and the principal dropdown of the loan during the deferment period. Such accrued interest shall be capitalized and a revised repayment schedule would be drawn up. The Principal dropdown amount and / or balance tenure may be modified. In case your Principal draw down is due between March to May, the principal due will be deferred and the balance tenure will be modified accordingly.

To avail the deferment for your Overdraft facility please log into to your OD account.

#### **5. Would I be allowed to draw unutilised OverDraft Facility if I choose for deferment?**

If you choose for deferment of your OD dues you would not be allowed to draw your unutilised OD limit.

#### **6. What is the process to be followed for getting the benefit of instalment moratorium for Retail Loans?**

**For Retail loans (Personal Loan, Business Loan, Home Loan, Two Wheeler Loan, Car Loan, Consumer Durable Loan, Loan against Property, Tractor Loan.):** We have sent mail and SMS to all our Retail customers on their registered email id and mobile numbers. Please follow the link provided therein. In case you have not received the SMS /Email, the steps are as below:

1. Visit the website [www.tatacapital.com](http://www.tatacapital.com)
2. Click on "Login" (mentioned on the TOP Right of the website)
3. Log in using your registered mobile number/email ID and OTP received or User Id & Password

4. Click on the TAB “EMI Moratorium” (Mentioned on the left side of the Main Page)
5. Select the loan account/s applicable
6. Submit request for availing the moratorium

**(Note: Please do not send your request to any e-mail ids or to the Relationship Manager directly. Request to be posted only on the website as mentioned above.)**

**7. What is the process to be followed for getting the benefit of instalment moratorium for Non-Retail Loans?**

**For Non-Retail Loan (working capital loans, Channel Finance, Commercial term loans, loan against property, loan against shares, equipment financing and leasing, construction equipment and commercial vehicle loans):** For any request for such deferment of Commercial customers of Tata capital Financial Services Ltd, kindly approach your Relationship Manager or else please send a mail to [contactcommercialfinance@tatacapital.com](mailto:contactcommercialfinance@tatacapital.com). E- mail should have a subject line as **“COVID-19\_Deferment Request| Name of the customer”**.

The mail body should contain following details:

- Customer Name
- Product Availed
- Loan Account Number(s)
- Your contact Number
- Your contact email ID
- State how COVID-19 has impacted the cash flows of your business

**(Note: Retail Loan Customers are requested NOT to submit their request on the above e-mail id and follow the process as mentioned in Question 4 above)**

**8. Does the moratorium cover both principal and interest?**

Yes. It does. The complete EMI consisting of Principal and Interest part is eligible for deferment. Principal repayment is also eligible for deferment.

**9. Is this a waiver of EMIs or a deferment of EMIs?**

This is **NOT A WAIVER**, but a deferment. Interest on the Loan outstanding will keep getting levied for the deferred or moratorium period. You will need to pay the EMIs and the accrued interest as per revised repayment schedule.

**10. Will my overdue before March 1, 2020 also get deferred if I avail the moratorium?**

Deferment will not be available for overdue outstanding amounts as on February 29, 2020. The Instalment falling between March1 2020 and May 31<sup>st</sup> 2020 can only be deferred. You are liable to pay the outstanding overdue prior to March1,2020 during the moratorium period also. Hence in case you have any overdue instalments and/ or other dues pertaining to the loan repayment prior to 1st March 2020, we request you to kindly pay such overdue instalments/ other amount overdue immediately, to avoid normal penal charges.

**11. When will I have to pay the deferred EMIs?**

You will need to pay the EMIs and the accrued interest at the end of the original loan period or as decided. Interest at the contracted rate shall continue to accrue on the outstanding portion of the loan during the deferment period. Such accrued interest shall be capitalized and a revised repayment schedule would be drawn up. The future EMI and / or balance tenure may be modified. You will see your revised schedule on the Tata Capital website after the deferment period.

Customers who have availed Consumer Durable Loans (CD Loans) to please note that if they opt for deferment, they would also be liable to pay interest for the deferment period at 23.5% p.a.

**12. Will I have to pay all 3 EMIs at one go after the moratorium period?**

No. this will be payable after the original loan period or as decided. A revised repayment schedule would be drawn up for your loan. The EMI and / or balance tenure may be modified. We will intimate you with the revised repayment schedule on your registered email id after the deferment period – June 2020. The revised repayment schedule can also be accessed by logging into our website after the deferment period – June 2020.

**13. I have already written to your customer care team requesting for moratorium. Will my request be actioned?**

No. For availing the EMI deferment, you will need to login into your loan account on our website [www.tatacapital.com](http://www.tatacapital.com) to request for such EMI deferment. Pls follow the process explained above.

**14. If I have availed multiple loans from Tata Capital Financial Services Limited, can I opt for moratorium for all?**

Yes, subject to the other criteria, you can opt for moratorium at your option for any or all the loans availed by you. However, each loan need to be selected while applying for the deferment on our website or through your Relationship Manager.

**15. Does this moratorium affect my credit rating / CIBIL score?**

The deferment of eligible EMIs will not impact the credit rating. In case you have any overdue instalments and/ or other dues pertaining to the loan repayment prior to 1st March 2020, we request you to kindly pay such overdue instalments/ other amount overdue immediately.

**16. What will happen after the relief period /moratorium is completed?**

After the relief period, your Loan will run as per the revised repayment schedule. Your EMI amount will remain the same.

**17. Will there be refunds done since my March EMI has been deducted and the time period mentioned in the RBI circular is 1<sup>st</sup> March 2020 to 31<sup>st</sup> May 2020?**

No. in case of customers whose EMIs due in March 2020 which have been paid, the same will not be refunded.

**18. What happens if I give the deferral/moratorium request after the EMI for the month of April/May is already deducted?**

In case your loan EMIs due in April 2020 / May 2020 are paid but you subsequently opt for deferral within 7 days of the EMI payment, EMIs collected will be refunded.

**19. Will a payment of instalment during the moratorium once approved for my account, be considered as prepayment?**

If the instalment is paid, then it will not be considered as prepayment and there will not be any prepayment penalty on the same.

**20. Will there be delayed payment charges for the missing EMIs during the moratorium period ?**

For customers eligible for moratorium and If you have opted for a moratorium, late payment charges will not be applicable. For customers not eligible for moratorium and for customers who have not opted for a moratorium, applicable charges as per the facility agreement will be levied.

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

Please note once the moratorium relief is availed, it cannot be revoked.

**22. Are there any charges to avail 3 month moratorium benefit?**

No.

**23. Whether moratorium facility can be availed by RLAS (Retail Loan Against Securities ) customer?**

Yes, Considering RBI and TCFSL policy guidelines, Moratorium facility will also be available to RLAS customer. Customer may opt for deferment of interest payment during moratorium period. Interest will however accrue during moratorium period and will be debited in statement of account.

**24. What is the process to be followed by Retail Loan Against Securities (RLAS) customer for getting the benefit of moratorium?**

For any deferment, retail loan against securities' customers are required to approach respective Tata Capital Relationship Manager and need to send an email. E- mail should have a subject line as "COVID-19\_Deferment Request| Name of the customer".

The mail body should contain following details:

- Customer Name
- Product Availed
- Loan Account Number
- Your contact Number
- Your contact email ID
- State how COVID-19 has impacted the cash flows of your business

**25. Is TATA Credit Card covered under the Moratorium package?**

Credit cards dues are covered under the moratorium package. Tata Card customers are requested to visit [tatacard.com](https://www.tatacard.com/tata-en/faqs.page) to know more. <https://www.tatacard.com/tata-en/faqs.page>

**Tata Capital Housing Finance Limited****1. What is a Moratorium and what is the relief under RBI COVID 19- regulatory package?**

Moratorium is a temporary postponement of payment of EMI (i.e. principal and/or interest components; bullet repayments; equated monthly instalments; instalment). RBI has permitted Lenders to grant a moratorium on payment of EMI falling due between March 1st, 2020 and May 31st, 2020. However, interest on the loan outstanding will keep getting levied for the deferred or moratorium period. We will not raise the EMI demand during this period, if you have given the request for availing the moratorium through our website.

**2. Who are eligible for the moratorium / deferment?**

The moratorium/deferral option shall be available to all loan customers of Tata Capital Housing Finance Ltd. except for the loan accounts where the EMI is due for more than 3 months as on March 1st, 2020.

For Home Loan (HL) / Home Equity (HE) loans greater than ₹ 5 crores, deferment would be decided on case to case basis. Such customers wanting a deferment should write to us at [customercare.housing@tatacapital.com](mailto:customercare.housing@tatacapital.com) for assistance.

**3. Does the moratorium cover both principal and interest?**

Yes, moratorium will cover the entire EMI.

**4. Is this a waiver of EMIs or a deferment of EMIs?**

This is not a waiver, but a deferment. Interest on the loan outstanding will keep getting levied for the deferred or moratorium period. You will need to pay the EMI and the accrued interest as per revised repayment schedule.

**5. My financial position is not impacted and hence I do not intend to avail moratorium and want to continue to make the EMI Payment as in the past. Can I do so?**

If your financial position is not impacted and do not intend to avail moratorium you do not need to do anything. Your EMI will be presented as per schedule.

**6. Will my overdue before March 1st, 2020 also get deferred if I avail the moratorium?**

- EMI falling between March 1st, 2020 and May 31st,2020 can only be deferred.
- You are liable to pay the outstanding overdue prior to March 1st, 2020 during the moratorium period also. Hence, in case you have any overdue EMI and/ or other dues pertaining to the loan repayment prior to March 1st, 2020, we request you to kindly pay such overdue EMI/ other amount overdue immediately, to avoid normal penal charges.

**7. Since the instalment are not to be paid, will my Loan /EMIs be rescheduled?**

Interest shall continue to accrue on the outstanding portion of the loan during the deferment period. Such accrued interest shall be capitalized and a revised repayment schedule would be drawn up. As a result of this the EMI and / or balance tenure may be modified. You will be able to get the revised amortization schedule on registered email post deferment period in June 2020)

**8. Will I have to pay all 3 EMIs at one go after the moratorium period?**

No. A revised repayment schedule would be drawn up for your loan. The EMI and / or balance tenure may be modified. We will intimate you with the revised repayment schedule on your registered email id after the deferment period – in June 2020.

**9. What is the process to be followed for getting the benefit of instalment moratorium?**

Please follow the following steps:

1. Visit the website [www.tatacapital.com](http://www.tatacapital.com)
2. Click on "Login" (mentioned on the TOP Right of the website)
3. Log in using your registered mobile number/email ID and OTP received
4. Click on the TAB "EMI Moratorium" (Mentioned on the left side of the Main Page)
5. Go through the FAQ and Terms and Conditions
6. Select the loan account/s applicable
7. Give your consent and submit for availing the moratorium
8. In case you are eligible as per the policy, you will receive a confirmation on your registered email id and / or mobile numbers

**10. I have also written to your customer care team requesting for moratorium. Will my request be actioned?**

We have acknowledged your mail request and replied to you . For availing the EMI deferment, you will need to login into your loan account on our website [www.tatacapital.com](http://www.tatacapital.com) to request for EMI deferment. Please follow the process as given in question 9.

**11. Does this moratorium affect my credit rating / CIBIL score?**

The deferment of eligible EMIs will not impact your credit rating. In case you have any overdue EMI and/ or other dues pertaining to the loan repayment prior to the moratorium period , we request you to kindly pay such overdue EMI/ other amount overdue immediately to avoid us reporting to credit bureau.

**12. What will happen after the relief period /moratorium is completed?**

After the relief period, your Loan will run as per the revised repayment schedule.

**13. Will there be refunds done since my March EMI has been deducted and the time period mentioned in the RBI circular is March 1st, 2020 to May 31st, 2020?**

No. In case of customers whose EMIs due in March 2020 which have been paid, the same will not be refunded.

**14. What happens if I give the deferral/moratorium request after the EMI for the month of April/May is already deducted?**

In case of customers whose EMIs due in April 2020 / May 2020 are paid on the due date but who subsequently opt for deferral within 7 days of the EMI payment, EMIs collected will be refunded. Beyond the period of 7 days, the moratorium will be applicable from the following month and cannot extend beyond May 2020.

**15. Will there be delayed payment charges for the missing EMIs during the moratorium period?**

For customers eligible for moratorium and If you have opted for a moratorium, late payment charges will not be applicable. For customers not eligible for moratorium and for customers who have not opted for a moratorium, necessary charges as per the facility agreement be levied.

**16. Can the borrower pay during the moratorium period?**

Yes. The borrower can continue to repay the loan during the moratorium period. Whom can I write if I need any assistance while filling online application for 3-month moratorium benefit on your website?

You can write to us at [customercare.housing@tatacapital.com](mailto:customercare.housing@tatacapital.com) with details of your loan account. m

**17. I have multiple loans with Tata Capital Housing Finance Ltd., do I have to make one application or separate to avail this 3-month moratorium benefit?**

You may follow the below mentioned steps:

1. Visit the website [www.tatacapital.com](http://www.tatacapital.com)
2. Click on "Login" (mentioned on the TOP Right of the website)
3. Log in using your registered mobile number/email ID and OTP received
4. Click on the TAB "EMI Moratorium" (Mentioned on the left side of the Main Page)
5. Go through the FAQ and Terms and Conditions
6. Select the loan account/s applicable
7. Give your consent and submit for availing the moratorium
8. In case you are eligible as per the policy, you will receive a confirmation on your registered email id and / or mobile numbers

**18. Will I be required to submit any documents, fresh NACH debit mandate? Yes you may need to furnish fresh NACH debit mandate if required by us Yes you may need to furnish fresh NACH debit mandate if required by us**

The borrower as prescribed by the company may need to furnish fresh NACH debit mandate

**19. Are there any charges to avail 3 month moratorium benefit?**

No.

**Tata Capital Housing Finance Limited (Construction Finance)****1. What is the Moratorium relief under RBI COVID 19- regulatory package?**

Moratorium is a temporary postponement of payment of EMI (i.e. principal and/or interest components; bullet repayments; equated monthly instalments; instalment). RBI has permitted Lenders to grant a moratorium on payment of EMI falling due between March 1st, 2020 and May 31st, 2020. However, interest on the loan outstanding will keep getting levied for the deferred or moratorium period. We will not raise the EMI demand during this period, if you have given the request for availing the moratorium through our website.

**2. Who are eligible for the moratorium / deferment?**

For construction finance customers, deferment would be decided on case to case basis. Such customers wanting a deferment should get in touch with their relationship manager for assistance.

**3. Does the moratorium cover both principal and interest?**

Yes, moratorium will cover entire EMI.

**4. Is this a waiver of EMIs or a deferment of EMIs?**

This is not a waiver, but a deferment. Interest on the loan outstanding will keep getting levied for the deferred or moratorium period. You will need to pay the EMI and the accrued interest as per revised repayment schedule.

**5. My financial position is not impacted and hence I do not intend to avail moratorium and want to continue to make the EMI Payment as in the past.**

You don't have to separately request to continue repayments as per original schedule. However, it is recommended to write to your Relationship Manager.

**6. Will my overdue before March 1, 2020 also get deferred if I avail the moratorium?**

- EMI falling between March 1st, 2020 and May 31st, 2020 can only be deferred.
- You are liable to pay the outstanding overdue prior to March 1st, 2020 during the moratorium period also. Hence, in case you have any overdue EMI and/ or other dues pertaining to the loan repayment prior to March 1st, 2020, we request you to kindly pay such overdue EMI/ other amount overdue immediately, to avoid normal penal charges and to avoid reporting to credit bureau.

**7. Since the Instalments are not to be paid, how will the loan be adjusted? Will my Loan /Instalments be rescheduled?**

Interest shall continue to accrue on the outstanding portion of the loan during the deferment period. Such accrued interest shall be capitalized, and a revised repayment schedule would be drawn up. As a result of this the EMI and / or balance tenure may be modified. We will intimate you with the revised repayment schedule on your registered email id after the deferment period – in June 2020 or please get in touch with your relationship manager.

**8. How do I know exactly how much I have to pay extra as if I go for moratorium?**

A revised repayment schedule shall be provided to you at your registered email ID or please get in touch with your relationship manager. Post deferment period, the monthly instalment payable shall be confirmed as per the current prevailing process.

**9. Will I have to pay all 3 Instalments/EMIs at one go after the moratorium period?**

No. A revised repayment schedule would be drawn up for your loan. The EMI and / or balance tenure may be modified. We will intimate you with the revised repayment schedule on your registered email id after the deferment period – in June 2020.

**10. What is the process to be followed for getting the benefit of moratorium?**

You can write to your relationship manager to apply for moratorium under this scheme from your registered email address with the details. We will evaluate the request and permit the moratorium for unpaid instalments between March 1st, 2020 to May 31st, 2020 as permitted under the scheme.

**11. Does this moratorium affect my credit rating / CIBIL score?**

The deferment of eligible EMIs will not impact the credit rating. In case you have any overdue EMI and/ or other dues pertaining to the loan repayment prior to moratorium period, we request you to kindly pay such overdue EMI/ other amount overdue immediately to avoid us reporting to credit bureau.

**12. What will happen after the relief period /moratorium is completed?**

After the relief period, your Loan will run as per the revised repayment schedule.

**13. Will there be refunds done since my March EMI has been deducted and the time period mentioned in the RBI circular is March 1st, 2020 to May 31st, 2020?**

No, in case your instalments / EMI due in March 2020 has been paid, it will not be refunded.

**14. Will there be delayed payment charges for the missing EMIs during the moratorium period?**

For customers eligible for moratorium and have opted for a moratorium, late payment charges will not be applicable. For customers not eligible for moratorium and for customers who have not opted for a moratorium, necessary charges as per the facility agreement be levied.

**15. Can the borrower pay in between the moratorium period?**

Yes. The borrower can continue to repay the loan during the moratorium period

1. I have multiple loans with Tata Capital, do I have to make one application or multiple to avail this 3-month moratorium benefit?

You may make one application for all construction finance facilities availed from Tata Capital.

**16. Can I pay all 3 months EMI in June 2020?**

You are required to pay the EMIs as per the revised schedule . However, as per the terms and conditions of the facility, pre-payment is permitted

**17. Are there any charges to avail 3 months moratorium benefit?**

No.

**Tata Cleantech Capital Limited****1. What is the Moratorium relief under RBI COVID 19- regulatory package?**

RBI has permitted lenders to grant a moratorium on payment of Loan repayment instalments falling due between March 1, 2020 and May 31, 2020 to customers whose cash flows are affected by Covid 19. We will allow the moratorium for this period, if company's cash flows are impacted and company wish to get deferment for instalment payment by making an application with Tata Cleantech Capital Limited.

**2. Does the moratorium cover both principal and interest?**

Yes. It does. The complete instalment consisting of Principal and Interest part is eligible for deferment.

**3. Is this a waiver of instalments or a deferment of instalments?**

This is not a waiver, but a deferment. Interest on the Loan outstanding will keep getting levied for the deferred or moratorium period. You will need to pay the instalments and the accrued interest as per revised repayment schedule.



**4. Are all customers eligible for the moratorium?**

For customers of Tata Cleantech Capital Limited, a case by case evaluation will be done. Such customers wanting a deferment should make an application with proper justification with their relationship manager. The moratorium is only applicable to customers affected on account of COVID 19

**5. My financial position is not impacted and hence I do not intend to avail moratorium and want to continue to make the instalment Payment as in the past. Can we do so?**

You don't have to separately request to continue your instalment payments. We will continue to bank your instalments as before.

**6. Will my overdue before March 1, 2020 also get deferred if I avail the moratorium?**

Deferment will not be available for overdue outstanding amounts as on February 29, 2020. The Instalment falling between March 1<sup>st</sup> 2020 and May 31<sup>st</sup> 2020 can only be deferred. You are liable to pay the outstanding overdue prior to March 1<sup>st</sup> 2020 during the moratorium period also. Hence in case you have any overdue instalments and/ or other dues pertaining to the loan repayment prior to 1st March 2020, we request you to kindly pay such overdue instalments/ other amount overdue immediately, to avoid normal penal charges.

**7. When will I have to pay the deferred instalments?**

You will need to pay the instalments and the accrued interest as per revised repayment schedule. Interest shall continue to accrue on the outstanding portion of the loan during the deferment period. Such accrued interest shall be capitalized and a revised repayment schedule would be drawn up. The future instalment amount and / or balance tenure may be modified.

**8. How do I know exactly how much I have to pay extra if I go for moratorium?**

Please contact your relationship manager in Tata Cleantech Capital Limited ("TCCL") for guidance on this.

**9. Will I have to pay all 3 instalments at one go after the moratorium period?**

No. A revised repayment schedule would be drawn up for your loan. The instalments and / or balance tenure may be modified. We will intimate you with the revised repayment schedule through e-mail.

**10. What is the process to be followed for getting the benefit of instalment moratorium?**

Please submit an application to your Relationship Manager at Tata Cleantech Capital Limited for moratorium setting out justification as to how you are affected by Covid -19 and why you should be granted moratorium.

**11. Does this moratorium affect my credit rating / CIBIL score?**

The deferment of eligible instalments will not impact the credit rating. In case you have any overdue instalments and/ or other dues pertaining to the loan repayment prior to 1st March 2020, we request you to kindly pay such overdue instalments/ other amount overdue immediately.

**12. What will happen after the relief period /moratorium is completed?**

After the relief period, your Loan will run as per the revised repayment schedule.

**13. If I have availed multiple loans from Tata Capital (Tata Capital Financial Services Limited and/or Tata Capital Housing Finance Limited) can I opt for moratorium for all?**

Yes, subject to the other criteria, you can opt for moratorium at your option for any or all the loans availed by you. However, for each loan, you need to apply separately by following the stipulated process.

**14. If I have any other query, how do I get a response?**

You may contact your Relationship Manager at Tata Cleantech Capital Limited. If you can't reach your Relationship Manager, please write to [customercare@tatacapital.com](mailto:customercare@tatacapital.com) with your Customer Identification Number (CIF).