



## Diners Club Special Financial Relief Programme (SFRP) FREQUENTLY ASKED QUESTIONS

### 1. What is the Diners Club Special Financial Relief Programme (SFRP)?

We understand that the current Covid-19 outbreak may have imposed considerable financial challenges to some of our Cardmembers. If you are unable to pay your Diners Club Card Bill in full, we offer the SFRP to convert your outstanding Diners Club Card Balances into an instalment plan with a lower effective interest rate of 8%, thereby reducing your debt burden.

| Tenure              | Effective interest Rate | Flat Rate  |
|---------------------|-------------------------|------------|
| 1 Year (12 months)  | 8% p.a.                 | 4.39% p.a. |
| 2 Years (24 months) | 8% p.a.                 | 4.27% p.a. |
| 3 Years (36 months) | 8% p.a.                 | 4.27% p.a. |
| 4 Years (48 months) | 8% p.a.                 | 4.30% p.a. |
| 5 Years (60 months) | 8% p.a.                 | 4.33% p.a. |

### 2. What are the SFRP key features?

- Option for a Tenure of One to Five years
- Effective Interest Rate at 8%
- No Penalty for Early Repayment
- Application period: From 6 April to 31 December 2020

### 3. How will SFRP help me with my card outstanding balance payment?

SFRP helps you by avoiding the snowballing of the interest and accumulation of debt that could result from the rolling-over of your outstanding balances.

### 4. Who are eligible to apply for SFRP?

Any Personal Basic Cardholder of Diners Club (Singapore) Pte Ltd are eligible to apply if you:

- Are a Singapore Citizen or Permanent Resident;
- Have suffered a loss of 25% or more of your monthly income after 1 February 2020;
- Are at risk of incurring substantial arrears (your arrears should not be more than 90 days);
- Are not on any existing debt repayment or restructuring programmes (Debt Repayment Plan (DRP), Debt Management Programme (DMP), Debt Consolidation Plan (DCP) and Repayment Assistance Scheme (RAS) with us; and
- Have submitted a completed SFRP application online with the supporting document(s) for the SFRP application.

### 5. How many years can I choose to repay my SFRP Amount?

To better meet your repayment ability, you have the option to choose a tenure of one, two, three, four or five years. If you are facing cash flow difficulties, you may wish to select a lower monthly instalments over a longer repayment period; however the total interest payable over a longer repayment period will be more than an instalment plan with a shorter period.

**6. Can I repay the full SFRP Amount before the end of its tenure?**

Yes, and there will be no early repayment penalty.

**7. Can I revise the SFRP tenure if my financial situation changes in the future?**

Please contact us at Tel: 6571 0100; we will review your request on a case-by-case basis.

**8. Can I apply for SFRP more than once?**

No, you can only apply for SFRP only once.

**9. How do I apply for SFRP?**

Simply notify us of your interest at <https://www.dinersclub.com.sg/relief/special-financial-relief-programme-form> and fill up the application form.

**10. What supporting documents are required to be submitted for SFRP application?**

For salaried employees, please submit: Pay slips, bank account statement showing salary crediting, CPF contribution history (dated January 2020 & latest month e.g. March 2020) or company letter stating your income has been reduced by at least 25% before and after 1 February 2020.

For self-employed, please submit: Registered company bank account statements or personal bank account statements (for Sole Proprietor) dated January 2020 & latest month e.g. March 2020.

**11. How long will it take to approve my SFRP application?**

We will provide you with an update in approximately 7 working days.  
Applications are subject to Diners Club's approval.

**12. Will I be able to continue to use my other Diners Club Card(s) if I had successfully applied for SFRP?**

Upon approval of your SFRP application, all your Diners Club card facility will be suspended until:

- Full repayment of all outstanding SFRP Amount is made;
- You submit your latest proof-of-income documents for our review; and
- We approve the reinstatement of your card facility.

Fortunately, your credit facilities with other lenders will not be affected; please note that prevailing rules for unsecured consumer credit, including the industry-wide borrowing limit of 12 times your monthly income, will continue to apply.

**13. Is SFRP a restructured loan product? How will it be reflected in my credit bureau report?**

This SFRP will not be reflected as a restructured loan product in your credit bureau report.

**14. Other than applying for SFRP, what other options do I have?**

You can also contact Credit Counselling Singapore, they can advise you on how to manage your debts and provide you more information on the Debt Management Programme (DMP).

**15. What can I do if I am unable to make repayments of my SFRP subsequently?**

If you face further difficulties with your repayments, please contact us at Tel: 6571 0100 to explore other possible options.