

# Retail Covid-19 Bank of Mauritius loan relief measures

10 April 2020

This is a difficult period and some customers may find it difficult to meet their loan repayment commitments. In line with Covid-19 Bank of Mauritius Support Programme (Additional measures to support households), we are providing below schemes.

## What loan relief is available?

If you are facing financial difficulties caused by the Covid-19 confinement, you can apply for:

- ◆ **A moratorium on capital repayment for up to 6 months**, from 1 April 2020 to 30 September 2020 for your home loans and personal loans. This will reduce your monthly instalments as you will pay only the interest portion and no capital for up to 6 months.
- ◆ **Relief on loan interest for 3 months**, from 1 April 2020 to 30 June 2020 for your home loans and personal loans if your total joint monthly household earnings (i.e. the sum of basic salaries of members of your household) do not exceed Rs.50, 000. The Bank of Mauritius will bear the interest payable for this period.

## How to apply from the above measures?

There are a number of ways you can check your eligibility and apply for these measures:

- ◆ Call 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.
- ◆ Email us on [hsbcmauritius@hsbc.co.mu](mailto:hsbcmauritius@hsbc.co.mu) and we will get in touch.
- ◆ Contact 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?

For relief on loan interest, 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.**

