

PAYMENT HOLIDAY

1. What is a Payment Holiday?

It is a one-month reprieve on your loan amortization. This means if your due date falls from March 16 to April 15, you don't have to settle it right away. You may resume paying your loan on April 16, 2020. However, you may still choose to settle on your due date.

See example below:

Due Date	Extended Due Date
March 16, 2020	April 16, 2020
March 25, 2020	April 25, 2020
April 15, 2020	May 15, 2020

2. How do I qualify for the Payment holiday?

You will receive an SMS or email advice regarding the payment holiday. This special arrangement is given to auto, home, personal and salary loan accounts whose due date falls between March 16 to April 15 and in good standing which means good payment history.

3. What happens to my loan during the payment holiday?

With the payment holiday effected, you don't have to pay your loan on your due date. The term of your loan will simply be extended by 1 month.

4. Will I end up paying double my amortization due once the 30 day payment holiday is up?

No. If you avail of the payment holiday, you will pay the same monthly amortization that was due as of the cut-off March 16, 2020.

5. Will I incur penalties within the payment holiday?

No. Penalties incurred during the payment holiday will be waived.

6. If I opt to pay my amortization, how can I pay?

You may opt to use any of the payment methods by calling 8555-8772 or 8555-8703:

- Post dated checks (PDCs)
- Automatic Debit Arrangement (ADA)
- Over-the-counter (refer to list of opened branches)
- RCBC Online Banking for online payment
- ATM Bills payment

7. I received an SMS or email regarding this Payment Holiday, what happens if payment has been made?

This will be applied as payment for your amortization due. For other arrangements, you may call 8555-8703 or email RCBCCollections@rcbc.com.

For other concerns and inquiries regarding the Payment Holiday, you may call 8555-8772 or 8555-8703. You may email Loans_CustomerCare@rcbc.com or RCBCCollections@rcbc.com.