

## **FAQ regarding the Offer:**

### **1. I accept the Offer! What should I do?**

You are not required to do anything. Upon expiry of the 10-days period, the announced measures shall be applied.

### **2. I reject the Offer! What should I do?**

You should send us a notification: electronically, by filling out the form on the following link <https://www.kb.com.mk/Default.aspx?sel=2310&lang=1&uc=47> or by written communication at the following address: Ul. Orce Nikolov No. 3, 1000 Skopje, labeled – “Rejection of the Public Offer No. **09-600-15831/1**” („Одбивање на Јавна понуда број **09-600-15831/1**“).

### **3. I am faced with verification problem when login the rejection form. What should I do?**

Make sure you enter exactly 15 digits of your transaction account in the Bank in the transaction account input field.

Make sure the numbers you enter as the last 6 digits for your Unique ID number are correct.

Make sure you enter correctly the characters of the image code (lowercase, uppercase letters and numbers).

If you still have a problem with verification, write us an e-mail:

[merki-covid19@kb.com.mk](mailto:merki-covid19@kb.com.mk)

### **4. How will the Bank confirm to me that it has received my notification?**

Through the statement of your transaction account and through your Internet Bank.

### **5. Can I accept the Offer for one product and reject the Offer for another?**

Yes. You should indicate the product you reject the Offer for and you will continue with the regular monthly repayment.

### **6. Would the Bank calculate interest on the interest within grace period?**

The Bank would not calculate interest on the capitalized interest within grace period.

### **7. May I change my mind within the period of 10 days?**

Yes, you may change your mind. You should make correction for the products you change your mind for and notify us electronically or in written, by mail.

### **8. May I change my mind after the 10 days period?**

You will have to contact the Bank in writing / in person about this issue.

### **9. Which clients may accept the Offer?**

The Offer may be accepted by clients, users of credit products, with credit exposures which as at 29.02.2020 are classified into A, B or C risk category, or the clients who as at 29.02.2020 do not have outstanding credit liabilities for more than 90 days.

## **FAQ regarding loans to individuals**

### **1. How can clients find out what category of risk they are classified in?**

If your repayments to the Bank so far have been regular and you have settled the obligations within the maturity or with a delay of up to a maximum of 90 days, then your letter of classification is A, B or C. At the Form for electronic rejection of the Offer, the Bank shows only your sub-accounts that meet the requirements of the Offer.

**2. Please could you prepare a repayment schedule for me if I defer the repayment of the installments for 6 months, just to compare whether it suits me to defer the repayment or not.**

Currently it is not possible to prepare a repayment schedules by individual clients. You can calculate the interest and the amount of the new monthly instalment on the calculator for informative calculation of the monthly instalment after the expiration of the 6-month grace period for loans, on the following link:

<https://www.kb.com.mk/Default.aspx?sel=2370&lang=1&uc=1>

Enter data for the loan from the existing repayment schedule you already have:

- In the field “amount” enter the amount of the non-matured loan principal as at 16.03.2020.
- In the field “instalments” enter the number of montly instalments that remain until the final date of repayment. If you use a loan with different interest rates (fixed/variable), in the field “number of months with fixed period” enter the number of months that remain for the fixed period.
- In the last field enter the variable interest rate.

### **3. In case of rejection of the Offer for grace period for the loans, i.e. if the instalments are still regularly paid as due for payment, will the interest in this period be reduced or will remain the same according to the current Agreement**

If you reject the Offer, you continue to repay the loan regularly in accordance with the current interest rate set out in your loan agreement.

### **4. I am a user of credit products in the Bank. I want to reject the Offer, but I don't know if I will have a reduced salary or financial difficulty after a month or two. Can I additionally request for a reprogram in accordance with the Offer?**

If you reject the Offer now, you cannot request re-activation of the measures later. The Offer is valid for 10 days from the date of its announcement, i.e. until 09.04.2020 until 16:00. If you are not sure about the capability of future repayment, you can accept it and continue with the repayment of the loan in the grace period by yourself, where the funds paid in will be treated in accordance with item 5 of the Offer for loans as presented on the following link:

<https://www.kb.com.mk/Default.aspx?sel=2370&lang=1&uc=1>.

If you accept the Offer you are not required to notify us thereof.

### **5. What is the rate the interest is calculated at during the grace period?**

During the grace period, the Bank will calculate the interest at the regular interest rate set out in the loan agreement, but will not record the interest of the loan sub-account. Upon expiry of the grace period of 6 (six) months, the interest will be added to the loan balance and will be evenly distributed for collection in instalments in accordance with the new repayment schedule. The repayment period is extended for 6 months. The Bank will not calculate the interest on the capitalized interest

### **6. Will there be reservations under a standing order for collection of monthly instalments within the grace period?**

During the grace period, the standing order and the reservations for collection of the liabilities under the loan will be put on hold.

### **7. I am repaying the loan with an administrative ban; will it be put on hold if I accept the Offer? My employer requires a certificate from the Bank.**

If your loan is repaid with an administrative ban, please notify your employer by personal written statement that you have accepted an offer for a 6-month grace period and the administrative ban should be put it on hold. If your monthly installment is withheld again, it will be refunded to your account, in agreement with the Bank, or it can be used to reduce the credit balance after the grace period expires. In this situation we are not able to provide individual certificates for each client.

### **8. Does the Offer apply to loans disbursed in March 2020?**

Loans disbursed in March 2020 are not covered by the Offer, having in mind the criteria provided by the competent authorities. However, the Bank will soon offer measures for these loans (for individuals who will need facilitation), for which we will provide additional information.

**9. If I accept the loan reprogramming Offer and after 3 months I have the opportunity to make a monthly instalment repayment, may I continue with loan repayment?**

During the grace period you can make payments under the loan, but, if you do not have outstanding liabilities thereunder, all payments will be recorded as advance payment and will be used to reduce the loan balance after the end of the grace period, for which you will be prepared new repayment schedule.

**10. May the loan be repaid in full during the grace period?**

During the grace period, the loan may be repaid in full. On the date of full repayment, the Bank will issue a calculation for full repayment of the loan, applying the provisions provided in the Loan Agreement.

**11. I am a user of credit products in the Bank, but when I enter my data in the form for rejection of the Public Offer, the system gives me a return message that there is no product that meets the criteria according to the announcement.**

The Offer refers to clients, users of credit products, with credit exposures which as at 29.02.2020 are classified into A, B or C risk category. The Offer does not refer to clients - users of credit product classified into other risk categories (C – non-performing, D or E risk category) or for credit exposures approved or disbursed in the course of March 2020.

**12. I have several credit sub-accounts in the Bank. For some of them I want to continue with regular repayment, and for some I want a reprogram of 6 months. Is that possible?**

Yes. Within 10 days from the date of announcement of the Public Offer, you can, through the electronic form provided, choose for which credit sub-accounts you are rejecting the Offer. For all other sub-accounts not indicated on the electronic form, it will be considered that you have accepted the Offer for change of the respective agreement terms.

**13. If I have a loan with a fixed interest rate that expires during the grace period of 6 months, will the fixed period be extended by extending the loan repayment period?**

No, the interest calculated during the extended 6 months will be at variable interest rate set out in accordance with the loan agreement.

**14. Could you please clarify the interest for that grace period of 6 months? Since the monthly instalment is already composed of principal and the interest, what is the amount the additional interest will be calculated for, during this 6-months period? Does this mean that we will all have an increase in the remaining part for repayment?**

If you do not reject the Public Offer, for the entire duration of the grace period, the Bank will calculate interest at the interest rate provided in the Loan Agreement, i.e. there will be no additional interest, but only the regular interest. Upon expiry of the grace period of 6 months, the interest calculated in the grace period will be capitalized (added) to the loan balance and will be evenly distributed for collection in instalments in accordance with the new repayment schedule. Yes, this means that there would be a slight increase in instalments for the rest of the repayment, but at the same time the loan repayment period will be extended, which allows the increase of the instalments to be minimum, for which you are offered several informative examples of loans at the end of the Public Offer (link: <https://www.kb.com.mk/Default.aspx?sel=2370&lang=1&uc=1>). At the same time please note that the bank will not calculate interest on the capitalized(added) interest.

**15. Does the offer also apply to pensioners?**

The Offer is valid for all clients that are classified into A, B or C risk category and do not have the status of bad and doubtful claims (non-performing), i.e. in their work with the Bank so far, they did not delay more than 90 days in repayment of their liabilities, including pensioners.

All details regarding the Offer are available on the following link:

<https://www.kb.com.mk/Default.aspx?sel=2370&lang=1&uc=1>

**16. Does the condition for not having non-performing loans (more than 90 days delay) apply only to loans in your Bank or to loans from other banks?**

The Public Offer refers only to loans with the Bank.

**17. I tried to reject the Public Offer electronically but I received the following reply: "Client verification is successful. You do not have credit products for individuals that qualify for changes of the agreement conditions in accordance with the Public Offer No. 09-600-15831/1."**

The Offer applies only to clients with exposures classified into A, B and C risk category as at 29.02.2020. The Offer was prepared in accordance with the Decree of the Government and the Decision on Credit Risk of the NBRNM. If you have a loan that was approved in March 2020, you do not qualify for the terms of this Offer.

**18. I would like to inform you that I do not need prolongation; how can I reject the Offer?**

The clients who REJECT the Offer have to send a notice to the Bank only through ONE of the offered notification methods listed below:

A. Direct notification sent electronically by filling out the FORM on the link

<https://www.kb.com.mk/Default.aspx?sel=2310&lang=1&uc=47>

The link leads you to the notification form where you have to fill out the transaction account number (15 figures) and the last 6 figures of your Unique ID number. Upon filling out the figures and verification in the Bank's database, a new window will open listing all the credit products subject to the Offer you have in the Bank, and you make the choice by ticking the credit product for which you REJECT the Offer. In addition, besides the choice you have made, you have to fill out a mobile phone number and e-mail address for any future communication. Until the Offer ending date, you can change your mind and make a new choice by re-logging into the original form.

OR

B. Written notification sent to the following address:

Ul. Orce Nikolov No. 3, 1000 Skopje, labeled by "Rejection of Public Offer No. 600-15831/1 of 30.03.2020" („Одбивање на Јавна понуда број 600-15831/1 од 30.03.2020“), indicating the name and surname, date and signature, as well as all individual products and sub-accounts numbers for which the Offer is rejected:

- the transaction account number with overdraft facility approved,
- numbers of all individual loan sub-accounts,
- the last 6 figures of the credit card number.

All written notifications received at the Documents Reception Desk of the Bank at the address indicated above or sent by mail and bearing a post office seal on the envelope with a date which is within the validity term of the Offer, or until and including 09.04.2020, shall be accepted in accordance with the Offer validity.

**19. Does the Offer also apply to commission loans issued through Komercijalna Banka and approved through the Development Bank of RNM and the Employment Agency of RNM?**

The Offer does not cover the commission loans and other loans approved through the Employment Agency of RNM and Development Bank of RNM.

**20. I have a housing loan and would like to know whether with the new measures there is a possibility for refinancing and reduction of the repayment period without notary and attorney's fees?**

According to the Public Offer, the new measures refer only to the reprogramming of existing loans, i.e. a possibility for a grace period of 6 months in which the loan monthly instalments will not become due and will not be collected. These measures do not mean refinancing the loan. The Offer provides facilitation for the next 6 months and, unlike the refinancing, is realized without visiting the Bank, notaries and similar, which is extremely important in these extraordinary circumstances. At the same time, the Offer provides for an extended repayment period of 6 months.

**21. I have sent notification form to Komercijalna Banka that I reject the Offer for loan prolongation. I want to continue with the repayment. Please confirm if the notification form has been received.**

If, when sending the notification you received a return message that it is sent to the Bank, there is no need for additional confirmation. By re-logging to the original form within this period of 10 days, you can see the sub-accounts you have selected. Upon expiry of the announcement ending date, you can see all the selected credit products for which you have rejected the Offer presented in the statement of your transaction account.

**22. I would like to know whether after expiry of the grace period we would have to sign new standing order for repayments under the loans or the new standing orders would be established automatically?**

If you accept the Offer, the standing order for collection of due liabilities under the loan shall be put on hold during the grace period.

Upon expiry of the grace period, there is no need for signing new standing order.

**23. If I accept the Offer for the period of 6 months, and after 3 months I want to repay the monthly installment, will my grace period be interrupted?**

The offer is valid for a grace period of 6 months. If you accept it, during that period you can make loan instalment repayment on your own, and the funds paid shall be treated as an advance payment that will decrease the loan balance in September 2020.

**FAQ regarding credit cards to individuals:**

**1. How to know if I meet the conditions for deferred payment of liabilities under credit cards?**

According to the Offer criteria, the eligible clients – credit cards holders shall be those clients who as at 29.02.2020 are classified into A, B or C risk category and do not have the status of bad and doubtful claims (non-performing claims). This means that as at 29.02.2020, you have settled your outstanding liabilities or you have a debt that has not yet been settled but the delay is not more than 90 days.

**2. What does it mean deferred repayment of liabilities under credit cards?**

Deferred payment of liabilities on this basis means that the Bank will not calculate a minimum amount for payment during the measure period (April - September 2020), i.e. you will not be liable for regular monthly payments.

**3. What after the grace period, when I will have to pay for the funds spent during this period?**

Starting from 01.10.2020, after expiry of the grace period, the basis for calculation of the minimum amount for payment provided in the Credit Card Agreement shall be the debt amount

as at 30.09.2020, which means that this amount would include the amount spent during the grace period. The payments shall continue in the same manner as before the grace period.

**4. Will the Bank calculate interest on the card account during this period? Will there still be an interest-free period for trade payments?**

Yes, in the grace period the Bank will calculate interest as before. However, the interest-free period for transactions in trade will remain in accordance with the terms of the Agreement for each type of credit card, up to 40, 42, or 45 days from the date of bookkeeping entry of the transaction. After the interest-free period, the Bank begins to calculate interest for these transactions as well, if they are not covered by payment on the account.

**5. Will the Bank withdraw funds from the transaction account for card debt collection?**

No. During the grace period, the transfers from transaction account on card account, according to the standing order, shall not be made.

**6. Can I make payments on the card account by myself?**

Yes. These payments shall be recorded as inflows on the account and shall be available to the cardholder for use.

**7. I have more credit cards; if I accept the Offer, will the deferred payment apply to each of them?**

You can accept or reject the Bank's Offer for each individual card, i.e. for some you can continue with a regular repayment, for another you can accept a deferred payment.

**8. Can I be approved a grace period of 3 instead of 6 months?**

If you accept the Offer, the grace period will be 6 months. There is no possibility to change the terms of the Offer or accept only part of them. Of course, there is still the possibility to make payments on the card account by yourself, regardless of the amount, whenever you want, and the funds paid on the card account will be available to you for further use.

**9. If I accept the Offer, can I still take statement of account?**

Yes, you would still have a monthly statement with transactions made during the month, calculated amount of interest and membership fee, with the minimum payment amount not calculated, i.e. the amount calculated as a percentage of the total debt at the end of the month will not be presented on the statement of account because of the grace period.

**FAQ regarding overdraft facility:**

**1. I don't know if I will receive a salary / royalties (honorarium) in the next period, will you cancel the overdraft facility approved? / I haven't received a salary / royalties (honorarium) for several months, will you cancel the overdraft facility approved?**

If, as at 29.02.2020, you are classified into A, B and C risk category and you have accepted the Offer, within the grace period until 30.09.2020, the Bank will NOT cancel the overdraft facility on the accounts where no inflows under salary, pension or other inflows are received.

**2. The validity period of the overdraft facility approved on my account expires soon; what should I do?**

If, as at 29.02.2020, you are classified into A, B and C risk category and you have accepted the Offer, the Bank will extend the validity period of the overdraft facility until 30.09.2020.

**3. Will the Bank calculate interest on the overdraft facility during this period?**

In the period 01.04. - 30.09.2020, the Bank will calculate and collect interest according to the provisions of the agreement for overdraft facility. The Bank will increase the amount of

overdraft facility for the amount of calculated and charged interest and regular monthly fees, and the account will not have the treatment of an overdraft facility exceeded.

**4. Do I have to sign new agreement?**

If you have accepted the Public Offer, in the period 01.04. - 30.09.2020, new agreement for overdraft facility should not be signed, while upon expiry of the term, or after 30.09.2020, the Bank shall apply the regular provisions provided in the agreement which regulates the overdraft facility.

**5. Can I repay the debt under overdraft facility at any time and terminate the agreement?**

Yes, the debt under overdraft facility may be settled at any time by paying the respective amount on your transaction account. If you do not want to use it any longer, you have to submit an application therefor at any Bank's city-branch or branch.