

To provide assistance to SBI Customers during this time of uncertainty in facing the coronavirus (COVID-19) outbreak, we have introduced the following support and relief measures so you can continue to do the best for yourself and your family.

SBI Account associated relief

Fall-below fees

Effective 30th April 2020, Individuals who are not able to meet the relevant minimum average daily or monthly balances for their deposit accounts during this challenging period can apply to have fall-below fees* waived up to 31 December 2020.

Important Note:

- You are only required to write in to us once to enjoy the fall-below fee waiver for all eligible accounts till 31 December 2020. Please write in to covidrelief@sbising.com with the following information

Account Holder Name:

Identification Number (NRIC/Employment Pass):

Mobile Number :

- Your application must be submitted by 15th of each calendar month, in order for the fall-below fee waiver to be accorded to all relevant accounts and effective from the same calendar month of your application. Else, it will take effect from next calendar month.
- By submitting this application, you confirm that your particulars are true and accurate as per our bank records. We will not be able to process any incomplete/inaccurate applications. For unsuccessful application, an email notification will be sent out to the registered email address as per our bank records.

Fees and charges for GIRO/Stand in Instructions arrangements

Currently we impose SGD 10 fee cancelation/stop payment/GIRO outward return arrangements, for customers who would need to apply for waiver of any GIRO-related fee please write in to covidrelief@sbising.com with the following information

Account Holder Name:

Identification Number (NRIC/Employment Pass):

Mobile Number :

Eligibility:

- Opt-in** basis, for individuals who are impacted by COVID-19 please write in to covidrelief@sbising.com
- No documentary evidence would be required to apply for waiver of fall-below fees or Giro Related Fees and charges

SBI Mortgage Repayment Reliefs (For Individuals)

SBI Mortgage Deferred Repayment Relief (SFRP) apply before 30th October 2020:

For customers who have a property loan with us, this relief allows you to:

- Defer principal + interest repayment; or
- Pay monthly interest amount only, with no impact to your Credit Bureau records till 31st December 2020

Eligibility:

- Loan account must not be more than 90 days in arrears as on the date of application
- All Retail Mortgage Loans (Residential and Commercial) with SBIS and Equity Term Loans are applicable to apply for this scheme
- Visit our [FAQ](#) for more information

SBI Mortgage Reduce Instalment Scheme (ESS) from 9 November 2020:

With the SBI Mortgage Deferred Repayment Relief (SFRP) due to expire on 31 December 2020, clients facing difficulty may apply to make reduced instalment payments pegged at 60% of your monthly instalment. The application for Reduce Instalment scheme will start on 9 November 2020 will be applicable for 9 months not exceeding 31st December 2021. For more information please visit our [FAQ](#)

SBI Student Loan Relief

For customers who have a student loan with us, this relief allows you to:

- Defer principal + interest repayment; or
- Pay monthly interest amount only, with no impact to your Credit Bureau records till 31st December 2020

From January 2021, payment of the full monthly instalment amount (comprises of principal repayment amount and interest amount) will resume. The monthly instalment amount will be revised and is likely to be higher, as the outstanding loan amount will be re-amortised over the remaining loan period.

Eligibility:

- Opt-in basis for customers who are who have a 25% or more impact on income/employment after 1 Feb 2020. Customers should provide proof of income/employment impact for banks to perform an eligibility assessment.
- Loan account must not be more than 90 days in arrears as on the date of application
- For customers who would need to apply for deferment of Student Loan Repayment please write in to covidrelief@sbising.com with the following information

Account Holder Name:

Student Pass Number:

Mobile Number :

Insurance Relief

On 31 March 2020, The Monetary Authority of Singapore (MAS), together with the Association of Banks in Singapore (ABS), the Life Insurance Association (LIA), the General Insurance Association (GIA), and the Finance Houses Association of Singapore (FHAS), announced a package of measures to help ease the financial strain on individuals caused by the COVID-19 pandemic.

We understand that in these challenging times, you may have queries regarding your existing insurance policies with SBI. As such, we have put together the contact information of the relevant insurers for you.

NTUC Income Insurance Co-operative Limited (Income)

75 Bras Basah Road,
Income Centre
Singapore 189557

Tel: (+65) 6788 1122 (for Life Insurance policies) and (+65) 6788 6616 (for General Insurance policies) (Mondays – Fridays: 8:30am – 6:30pm, Public Holidays: Closed)

For more information, please click [here](#).

Tokio Marine Insurance Singapore Ltd.

20 McCallum Street #07-01
Tokio Marine Centre
Singapore 069046

Tel: (+65) 6592 6100 (for Life Insurance Policies) and (+65) 6221 6111 (for General Insurance policies) (Mondays – Fridays: 8:45am – 5:45pm, Public Holidays: Closed)
Email address: customercare@tokiomarine-life.sg (for Life Insurance Policies)
and tmis@tokiomarine.com.sg (for General Insurance policies)

For more information, please click [here](#).