



# HFC Bank's assurance to customers during COVID-19

**As we continue to navigate the uncertainty of COVID-19, HFC Bank, Fiji's only locally owned commercial Bank, wishes to assure its customers that we are committed to supporting your business throughout the course of this pandemic and to provide the necessary assistance.**

HFC Bank wishes to announce that it has put in place policies and guidelines to help customers affected by financial difficulty and hardship due to the COVID-19 impact. Support will be provided to all customers who have been directly impacted by the global economic downturn, loss in revenue or have suffered financial constraints. This mainly relates to Corporate, Commercial and SME sector. Hardship assistance shall be extended to affected personal customers who may be suffering from salary cuts, reduced hours or financial difficulties. Support to the personal consumers will also be aligned to the Consumer Credit Act.

Customers affected through COVID-19 will be assessed by the banks and depending on the circumstances, the bank may provide assistance in any one or combination of the following:

1. A loan repayment break or repayment holiday;
2. Restructure loans (re-negotiate terms & conditions including term extension, interest only concessions and debt consolidation);
3. Short term funding or top-up loans for business continuity and support;
4. Enabling customers to access any government or RBF initiative stimulus package.

HFC Bank also wishes to announce that in line with the recent RBF announcement on the reduction of overnight borrowing policy rate by 0.25%, HFC Bank will also pass this reduction to customers who meet the above hardship criteria.

We encourage our customers to contact their nearest branch, Relationship Managers or call centre on 132001 to discuss these options, and allow us to assist you build your resilience in this time of financial difficulty.

Vinaka Vakalevu.