

# Support from banks

Initiative	Target SMME	Details of support	Process	Links
<p><b>FNB COVID-19 Support Initiatives</b></p>	<p>FNB customers impacted by Covid-19 in good standing up to Covid-19. .</p> <p>Premium relief for FNB life insurance clients.</p>	<p>Covid-19 support available from 1 April to 30 June 2020, includes:</p> <ul style="list-style-type: none"> <li>• Short term relief on payments and instalments.</li> <li>• Preferential interest rates on Covid-19 relief interventions.</li> <li>• Reduced or fixed interest rates as required.</li> <li>• No administration fees on relief granted.</li> <li>• Fees on new loans waived for 3 months.</li> <li>• Free assistance processing claims for loss of income on FNB credit life insurance.</li> <li>• Individualised bridge facilities.</li> </ul> <p><b>Interest and fees will continue to accumulate on outstanding balances.</b></p> <p><b>Interest and fees will continue to accumulate on outstanding balances.</b></p>	<p>COVID-19 support measures available on FNB digital and assisted banking channels.</p>	<p><a href="http://www.fnb.co.za">www.fnb.co.za</a></p> <p><b>View the Covid-19 link on the FNB App for more.</b></p>

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<p><b>ABSA COVID-19 Support Initiatives</b></p>	<p>Absa's Corporate, Wealth, Business, Private and Retail clients and customers automatically qualify for Absa's COVID-19 credit relief across.</p> <ul style="list-style-type: none"> <li>• Home loans,</li> <li>• Vehicle finance,</li> <li>• Personal loans</li> <li>• Commercial asset finance and</li> <li>• Mortgage backed business loan</li> </ul> <p>Customers in good standing financially impacted by COVID-19 can opt-in for payment relief.</p> <p><b>Customers under debt review continue with existing arrangements.</b></p>	<p>Relief measures include</p> <ul style="list-style-type: none"> <li>• 3-month repayment holiday.</li> <li>• Reduced repayment option.</li> <li>• Revision of loan periods.</li> <li>• Using interest for capital during the relief period</li> </ul> <p>Customers choosing home loan payment relief will continue to be covered by Absa Homeowners Comprehensive Insurance (HOC).</p> <p>No additional administration fees will be applied.</p>	<p>Client opt-in will trigger Absa approach to discuss applicable COVID-19 relief strategies.</p> <p><b>Clients do not need to contact Absa to arrange this relief</b></p>	<p>Application link</p> <p><a href="https://ib.absa.co.za/xphs/p/h/index.html">https://ib.absa.co.za/xphs/p/h/index.html</a></p>

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<p><b>Nedbank COVID-19 Support Initiatives</b></p>	<p>Individually considered assistance for COVID-19 impacted Nedbank loan holders.</p>	<p>COVID-19 loan support includes:</p> <ul style="list-style-type: none"> <li>• Deferred or reduced repayments over a set period.</li> <li>• Extending repayment terms.</li> <li>• Additional loans to assist cash flow.</li> </ul> <p>In addition:</p> <ul style="list-style-type: none"> <li>• Credit card repayments automatically reduced to 2.5% of current balance for next 3 months.</li> <li>• Penalty-free withdrawal from any Nedbank investment fund (unless penalty charge exceeds R200 000).</li> </ul>	<p><b>Contact Nedbank on 086 055 5111</b> to restructure debt or change payment arrangements due to Covid-19.</p>	<p>Info at</p> <p><a href="#">Nedbank Covid-19 site</a></p>

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<p><b>Standard Bank COVID-19 Support Initiatives</b></p>	<p>Automatically available to SME's::</p> <ul style="list-style-type: none"> <li>Based in South Africa.</li> <li>Earning less than R20 million pa.</li> <li>With paid up Current, Bizlaunch and Business Lending accounts.</li> <li>In good standing.</li> </ul> <p><b>SMEs not eligible for the Business Interruption Payment Scheme and are experiencing difficulties, can still receive help.</b></p>	<ul style="list-style-type: none"> <li>90-day payment deferment holiday (01 April to 30 June 2020) for SMEs.*</li> <li>Options available to restructure or consolidate Standard Bank loan agreements.</li> </ul> <p><b>* Interest and fees accrued over 90 days added to outstanding balance with repayments resuming at end of 90 day deferment period.</b></p>	<p>Please contact your Banker</p> <p>Or</p> <p><a href="#">fill in the form on this page</a></p> <p>Or</p> <p><a href="mailto:Businessassist@standardbank.co.za">Businessassist@standardbank.co.za</a></p> <p>Financially stressed clients not included in 3-month instalment relief offer click on:</p> <p><a href="mailto:debtcarecentre@standardbank.co.za">debtcarecentre@standardbank.co.za</a></p> <p>or call the bank directly to make an individual repayment arrangement.</p>	<p><a href="mailto:Businessassist@standardbank.co.za">Businessassist@standardbank.co.za</a></p>

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<p><b>Capitec COVID-19 Support Initiatives</b></p>	<ul style="list-style-type: none"> <li>• Clients who are looking at a payment break due to the impact of the coronavirus</li> </ul>	<p>2 payment break options available</p> <ul style="list-style-type: none"> <li>• Extend the term and pay the interest at the end</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• 3-month payment break with an increase instalments after the payment break is completed</li> </ul> <ul style="list-style-type: none"> <li>• No additional costs except for the interest costs</li> </ul>	<p>Contact Capitec directly to make payment arrangements</p>	<p>Email: <a href="mailto:ClientCare@capitecbank.co.za">ClientCare@capitecbank.co.za</a></p> <p>Tel: 0860 66 77 18</p>

# Support from banks - SME customer contact during covid-19 lockdown

Institution	Contact number	Alternative
<b>Al Baraka</b>	0860 225 786 WhatsApp 084 786 6563	<a href="mailto:customerservices@albaraka.co.za">customerservices@albaraka.co.za</a>
<b>Capitec</b>	0860 66 77 89	
<b>China Construction Bank Corporation – JHB Branch</b>	011 520 9459	<a href="mailto:info@ccbjhb.co.za">info@ccbjhb.co.za</a>
<b>Finbond Mutual Bank</b>	012 460 7288 – Head Office 021 852 8991 – Call Centre	
<b>GBS Mutual Bank</b>	046 622 7109	
<b>Grindrod</b>	031 333 6600	
<b>Grobank</b>	0861 102 205	<a href="mailto:customercare@grobank.co.za">customercare@grobank.co.za</a>
<b>HBZ Bank</b>	Mr Ronnie Meherjina 073 439 7357 For KZN / PMB Mr Babur Zaidi 082 450 8157 For Pretoria / Polokwane Mr Muhammad Ali Chaudary 083 2892 786 For Gauteng	
<b>Nedbank</b>	0860 110 702	
<b>Sasfin Bank</b>	011 809 7500	
<b>State Bank of India</b>	Kishore Anand 083 227 3750	<a href="mailto:Ambanking1.rsa@statebank.com">Ambanking1.rsa@statebank.com</a>

**All other banks can be contacted via their normal channels.**