

**ADVANS**

# **Covid-19 Crisis Communication Client - FAQs**

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Marketing



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# General questions on COVID-19

## + What is the coronavirus?

- Coronaviruses (CoV) are a large family of viruses that cause illness ranging from the common cold to more severe diseases. Coronavirus disease (COVID-19) is a new strain that was discovered in 2019.
- The most common symptoms of COVID-19 are fever, tiredness, and dry cough. Some patients may have aches and pains, nasal congestion, runny nose, sore throat or diarrhoea. These symptoms are usually mild and begin gradually. Some people become infected but don't develop any symptoms and don't feel unwell. Most people (about 80%) recover from the disease without needing special treatment. Around 1 out of every 6 people who gets COVID-19 becomes seriously ill and develops difficulty breathing. Older people, and those with underlying medical problems like high blood pressure, heart problems or diabetes, are more likely to develop serious illness. People with fever, cough and difficulty breathing should seek medical attention.

## + How could/might it affect me?

- Coronavirus or Covid-19 is a worldwide health pandemic which is now present in over 160 countries. The risk is considered to be very high according to the WHO. The virus is affecting the world wide economy and will most likely have an impact on business.
- Currently Pakistan is in containment phase. The risk of catching COVID-19 is higher, since its spreading very fast. The current capacity for responding to this outbreak needs to be augmented including surveillance system in general and at Point of Entries (PoEs). Governments and health authorities are taking vigorous actions but effective community engagement and individual responsibility to take precautionary measures is requested.

## + How can I protect myself?

- **Follow these simple rules:**
- Wash your hands frequently – at your business and during the day and at home
- Maintain social distancing – don't shake hands or touch anyone while greeting
- Avoid touching eyes, nose and mouth – especially at work or outdoor
- Practice respiratory hygiene - cough or sneeze into your elbow or a disposable tissue especially around clients or colleagues
- If you have fever, cough and difficulty breathing, seek medical care early and don't go into work

# Impact on Advans

## + Are Advans branches still open?

- Yes! But there may be some small changes as we have taken extra measures to ensure that our clients and staff remain safe. This may include:
  - Slightly changing operating hours, Monday to Friday from 10:00 am to 4:30 pm
  - Limited number of staff available in the branch which may lead to longer waiting time.
  - Only clients or guarantors will be allowed, limiting the number of people in the branch. Please be patient and kind, if you maybe asked to wait.
  - Asking you to clean your hands before entering and check your temperature as well
  - Continuous cleaning work may be going on to ensure work spaces are cleaned between client visits and
  - Staff may be wearing some protective items like masks.

## + Is Advans strong enough to get through this crisis?

- Yes, Advans Pakistan is solid and has a strong support system. As a MFB and as group, Advans has the necessary resources to continue its activity.
- Advans Pakistan is backed by international shareholders who are known for their financial stability. They have supported Advans since the start of operations and will continue to do so during this crisis, as well.
- Advans is also member of an international finance group with 9 subsidiaries which will support the institution through this crisis.

## + What is the maximum amount I can withdraw from my Advans account?

- We advise you to only withdraw what you need during this difficult period, and to keep your money safe with us.

## + Will my accounts be blocked if Advans branches close?

- No. If some branches close, your nearest branch will still be able to serve you. We will inform you in advance if your branch is going to close. Rest assured our branch team and your CRO will be in constant touch with you throughout this period.

## Impacts on loan Repayment

- + **I have to repay my loan, how can I pay easily without having to travel to the branch?**
  - You can use JazzCash for loan repayment. We advise you to start using this channel from now on, to avoid any inconvenience and impact on your repayment history. If you need more information on how to use this channel, you can get in touch with our call centre, we will be happy to answer your questions.
- + **Will all channels continue to work?**
  - JazzCash and teller operations in the branch may be limited. Get in touch with your CRO by phone to know your nearest branch or JazzCash retailer, which is operational.
- + **My branch is closed; can I repay my loan in any other Advans branch?**
  - We advise you to go to your nearest JazzCash retailer to repay your loan. If you need more information on how to use this channel, you can get in touch with our call centre, we will be happy to answer your questions. However, in case of a problem any Advans branch will accept the loan instalment amount.
- + **Who should I contact if I have a problem with repaying my loan/if I think I will have a problem in the future?**
  - Please get in touch with your CRO by phone, so we can help you plan your repayment efficiently, in this difficult time. We have also introduced grace period for our client to manage through this difficult situation. Please get in touch with your CRO to understand this scheme in detail. Remember that Advans is on your side through this crisis.
- + **Can I delay my loan repayment due to the current situation?**
  - Your health and safety is our priority and we are here to support you through this difficult situation
  - We have planned out an option for each client to repay according to the initial payment schedule. Please get in touch with your CRO to explain how difficult your situation is, so he can guide you accordingly as per your request.
- + **Is there a possibility of revising interest rates because of the current situation?**
  - No. However, if you're experiencing difficulties, please get in touch with your CRO as soon as possible in order to discuss how Advans can best assist you in this difficult time. Our aim is to be your trusted financial services partner and support you in any way we can.
- + **How can I stay in contact with my CRO if they can't visit?**
  - Our CROs will be in constant touch with you on call.
- + **Will my credit insurance cover this?**
  - No, credit over insurance service doesn't cover the impact on your business activity due to pandemics, in your contracts. However, God forbid in the event of the death of you or your spouse – it will be covered. Please contact your CRO for more details.

## Impacts on loan requests/renewals

- + **My loan is coming up for renewal; does the Coronavirus change my chance of getting another loan?**
  - We want to maintain our long term relationship with all our clients. However, the virus has impacted the overall market situation, and as your financial service partner, we do not advise you to renew at this point, since your business activity will be impacted and we want to prevent you from being in a difficult situation in the future with impact on your repayment capacity.
  - We will contact you again when the situation is settled to do your activity assessment and renew your loan accordingly. Get in touch with your CRO by phone to find out more.
- + **I made a loan application recently, will the Coronavirus change the decision made on the loan?**
  - The processing of your application may take some time in this exceptional period. Since some businesses will be impacted due to corona virus, the decision may vary based on what your business activity is and how badly is impacted. However, we understand these challenges and we are here to support you as well. We will re-assess and do the appraisal of your loan application, after the situation is settled.
  - You can directly check the status of your loan application by calling your CRO.
- + **Have you changed eligibility conditions on loans?**
  - Not at the moment. However, the situation will impact some business activities, and we will assess these impacts during the appraisal of your loan application. Please contact your CRO or your branch to know more.
- + **I had a loan request validated, but I don't want to take the loan at this point in time. Can I still get the loan after the crisis? Will that be possible? Will it be validated immediately?**
  - Advans will be here to reassess your business activity and support you in the best way once the current situation is over. Contact your CRO or your branch to know more