



# FAQs

## Al-Masarrat Loan Deferment

### 1. Who can apply for Al-Masarrat Loan Deferment?

Omani and residence who have been directly impacted due to the recent rainfall (Al-Masarrat).

### 2. What loan type does the deferment include?

Deferment option applies on all loan types, Personal, Housing and Auto Loans.

### 3. How many instalments can be deferred?

- Maximum of three (3) (including Eid Al Adha deferment) for customers who have availed Eid Adha deferment.
- Maximum of two (2) months for customers who has Personal Loan without deferment.
- Maximum of two (2) months for customers who has Home or Auto Loans.

### 4. Until when can a customer apply for Al-Masarrat Deferment?

Deferment requests will be accepted until June 30<sup>th</sup>, 2026.

### 5. When and where can the customer apply for Al-Masarrat Deferment?

Immediately, customers can approach any Bank Muscat branch to apply for Al-Masarrat Deferment.

### 6. Is there any commission/fee charged for Al-Masarrat Deferment?

No commission/fee is applicable.

### 7. Will the bank charge interest on deferment?

Yes, interest will be charged during the deferment period but no interest on interest will be charged.



**8. Can the customer with account status classified as non-performing loans avail Al-Masarrat Deferment?**

No.

**9. What are the required documents?**

- Deferment request Form available in all branches.
- Any of following evidences to be provided:
  - i. Picture of damage (home, car, farm, etc....)
  - Or
  - ii. Copy of title deed (self/direct relative) in the effected region and if the property belongs to a direct relative a proof of relation is to be provided.
  - Or
  - iii. Valid rental agreement in case the property is rented.
  - iv. Valid Customer ID.

Bank keeps the right to verify the documents and inspect the physical location if required.

**10. Where can customer check new payment schedule?**

Through the Mobile Banking App, Internet Banking or by visiting the branch.

**11. If the customer applies for a deferment before the next instalment deduction, will the instalment be deferred?**

Yes.

**12. How long will it take for application to be processed?**

The bank will take maximum of three working days to process, if your instalment date is due within these three days, the monthly instalment will be deducted and first deferment will start from the month after.