

Frequently Asked Questions

Bayanihan to Recover as One Act (Republic Act No. 11494)



1. What is the Bayanihan to Recover As One (BARO) Act?

The Bayanihan to Recover as One Act (Republic Act No. 11494) is a Philippine law which authorizes the President to direct financial institutions to grant eligible borrowers a one-time 60-day grace period for the payment of their loans, or any part thereof, falling due anytime from September 15, 2020 to December 31, 2020. Borrowers who avail of the 60-day grace period will not be charged interest on interest, penalties, and late payment fees. The Bangko Sentral ng Pilipinas has required all financial institutions to implement the 60-day grace period.

2. Who are eligible to avail of the 60-day grace period under the BARO Act?

Only borrowers with existing, current, and outstanding Auto, Real Estate, Personal, and Salary Loans falling due anytime from September 15, 2020 until December 31, 2020 may avail of the 60-day grace period.

Loan customers whose account status is past due are not covered under this program.

3. How can I avail of the 60-day grace period?

There are 2 ways to avail of the 60-day grace period:

VIA EMAIL:

Send to bayanihan2@sterlingbankasia.com with the subject line: **OPTION 2 (YES GRACE PERIOD)**, put your full name, birthdate, and what month/s you will avail in the body of your email.

Example:

Subject: **OPTION 2 YES GRACE PERIOD**

Juan Dela Cruz 1/1/2001 November and December

VIA TEXT:

Text **OPTION 2 (YES GRACE PERIOD)** space full name and birthdate to **0917-621-1419** or **0917-811-6334**.

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Example:

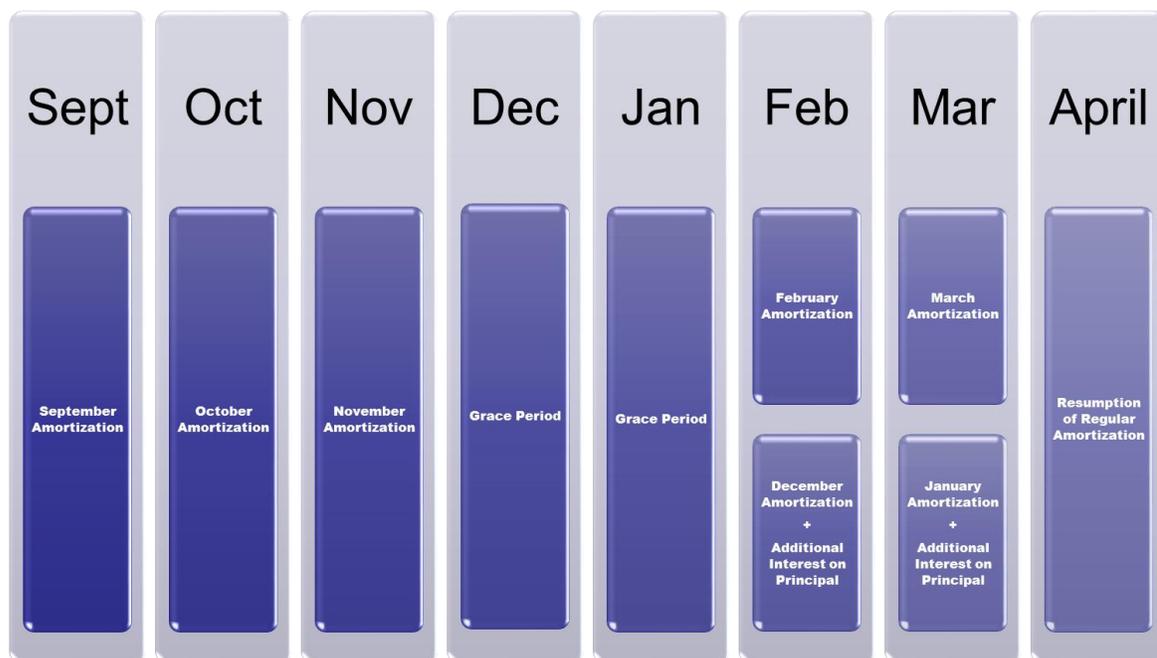
OPTION 2 YES GRACE PERIOD Juan Dela Cruz 1/1/2001 November and December

If we don't receive a message or email from you before October 16, 2020, we will assume that you have opted not to avail of the 60-day grace period. We will then continue to deposit your Post-Dated Checks (PDCs) or implement our Auto Debit Arrangement (ADA) as your loans fall due.

4. What is the covered period?

The one-time 60-day grace period shall cover all current accounts with payment due dates falling from September 15, 2020 to December 31, 2020. Upon the end of the 60-day grace period, your payment due dates will resume as scheduled including the accrued interest on the unpaid principal, on the next due date, or on a new date under the terms and conditions that you and the Bank may have agreed upon.

Example:



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5. Can I still settle my loan and not avail of the 60-day grace period?

Yes, you may choose to continue with your payments as scheduled and not avail of the 60-day grace period. You may notify us about this via:

EMAIL:

Send to bayanihan2@sterlingbankasia.com with the subject line:

OPTION 1 (NO GRACE PERIOD) and put your full name and birthdate in the body

Example:

Subject: **OPTION 1 NO GRACE PERIOD**

Juan Dela Cruz 1/1/2001

TEXT:

Text **OPTION 1 (NO GRACE PERIOD)** space full name and birthdate to **0917-621-1419** or **0917-811-6334**.

Example:

OPTION 1 YES NO PERIOD Juan Dela Cruz 1/1/2001

If we don't receive a message or email from you before October 16, 2020, we will assume that you have opted not to avail of the 60-day grace period. We will then continue to deposit your Post-Dated Checks (PDCs) or implement our Auto Debit Arrangement (ADA) as your loans fall due.

6. Will I incur interest charges if I avail of the 60-day grace period?

Yes, additional interest on your unpaid principal amortization will be charged if you avail of the 60-day grace period. Under the BARO Act, only interest on interest, penalties, fees, or other charges are not allowed.

- Additional Interest is computed based on $\text{Principal} \times \text{AIR (actual interest rate)} \times \text{days availed} / 360$
- Interest Rate used is based on your prevailing AIR (Actual Interest Rate)

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7. What will happen to my issued Post-Dated Checks (PDCs) or Auto Debit Arrangement (ADA) if I avail of the grace period?

Payments will be put on hold during the grace period for loans eligible under the BARO Act. After the one-time 60-day grace period, the Bank will resume depositing your Post-Dated Checks (PDCs) or debiting your account under our Auto Debit Arrangement (ADA), as scheduled (please see FAQ No. 4 for an example). You may pay the additional interest on the principal by issuing Post-Dated Checks or via ADA.

8. How do I contact the Bank if I have queries regarding the BARO Act?

If you have further queries, you may call our Customer Service Helplines at +632 8721-6000 and +632 8672-6300 or email bayanihan2@sterlingbankasia.com