



Alpha Bank Cyprus Ltd (the "Bank"), pursuant to the Extraordinary Measures taken by Financial Institutions and Supervisory Authorities Law 2020 and the relevant Decree (dated 15/01/2021), announces the procedure by which its customers can submit their applications for the suspension of instalments and interest on credit facilities:

- By email to [covid@alphabank.com.cy](mailto:covid@alphabank.com.cy)
- By fax to 22880595
- To the following address: Alpha Bank Cyprus Ltd, P.O.Box 21661, 1596 Nicosia

The main parameters covered by the new Decree are the following:

1. **Instalment suspension period:** Up to 6 months, from 1/1/2021 to 30/06/2021. Applications must be submitted until 31/1/2021 and will be approved / rejected by the Bank until 28/2/2021.
2. **Credit facility coverage:** The new Decree does not cover credit facilities with more than 30 days in arrears as at 31 December 2020, except where the total amount of arrears to the Bank does not exceed € 100 for retail banking loans and € 500 for business loans.
3. **New credit facilities:** Credit facilities signed after March 30, 2020 are not covered by the Decree.
4. **Categories of customers who can benefit from the new Decree:**
  - (i) Individuals / SMEs that maintain credit facilities secured by a mortgage imposed on a principal residence which had a value which does not exceed €350.000.
  - (ii) Companies / Self-employed persons who maintain credit facilities for business purposes and whose business is suspended mandatorily based on the Quarantine Decree (No.2) of 2021 issued by the Minister of Health under the Quarantine Law (Cap. 260) on the 8 January 2021. **It is necessary to produce a certificate from the auditor / accountant of the company to the effect that the company is subject to a mandatory suspension of business.**
  - (iii) Hotel industry companies that maintain business credit facilities.
  - (iv) Credit facilities falling into categories (i), (ii) and (iii) above, the beneficiaries of which have submitted an expression of interest pursuant to the 2020 Decrees, their expression of interest was approved by financial institutions and they did not request from the credit institution a refund of the instalments of the credit facility that were payable and were paid between 30 March 2020, the date of publication of the Extraordinary Suspension Measures by Financial Institutions and Supervisory Authorities of the 2020 Decree, and the date of their application within 2020.

Customers will be notified by the Bank once their request has been received and will be kept informed throughout the suspension of payment of installments.

For any further clarifications, Customers may contact their servicing Branch / Unit by phone. Also, useful information regarding the Decree is provided in the following links:

- [Decree of Ministry of Finance](#)
- [Q&A of Ministry of Finance for the Decree](#)

The applications for suspension of payment of installments must be completed as follows:

- a) [Application A \(Expression of Interest by Natural Persons\)](#)  
To be completed and signed by the natural person who is the primary debtor of the credit facility. In case of more than one primary debtors for the same facility, Application A must be completed and signed by each one of them.
- b) [Application B \(Expression of Interest by Legal Persons\)](#)  
To be completed in cases where the credit facility was granted to a Company, by at least one Director of the Company.
- c) [Processing of Personal Data](#)  
For the Processing of Personal Data included in the Application/Declaration of Interest for the suspension of installments and interest on credit facilities.