

## **Rights and Obligations of Borrowers Regarding Restructuring Options**

According to the “Code of Conduct to Credit Institutions and Borrowers on Arrears Management” and the “Framework for Credit Institutions on Arrears Management”, as amended or replaced from time to time, the rights and obligations of borrowers regarding the solutions for restructuring their debts towards Credit Institutions, are as follows:

### **BORROWERS' RIGHTS**

The borrowers' rights include, amongst others, the rights to:

- Receive assistance from the Credit Institution in order to understand the various restructuring options available.
- Have the necessary time to evaluate the different restructuring options.
- Seek, if they so wish, independent and professional advice that will assist them in selecting the most appropriate restructuring option.
- Be offered restructuring solutions that are viable.
- Request and receive clarifications that will enable them to reach a decision regarding the restructuring proposal.
- Respond to the Credit Institution regarding the proposed solution they consider most appropriate and viable within a period of 7 days.

### **BORROWERS' OBLIGATIONS**

The borrowers' obligations include, amongst others, the obligations to:

- Demonstrate integrity, honesty and transparency, and always act in good faith.
- Cooperate fully with the Credit Institution so as to achieve a viable restructuring solution.
- Understand that their full cooperation and collaboration with the Credit Institution is necessary in order to achieve the best possible solutions.
- Respect the terms and conditions of the credit facility agreements.
- Comply with the repayment schedule of their facilities.
- Refrain from taking any action that may negatively affect the Credit Institution's position and collaterals.
- Remain proactive in contacting their Credit Institutions when foreseeing or facing difficulties in meeting their obligations.
- Act in a timely manner to resolve arrears and other defaults.
- Provide truthful information to the Credit Institution, otherwise their facilities with the Credit Institution are likely to be terminated and legal proceedings may commence against them.
- Provide promptly upon request true, complete, up-to-date and accurate financial information and documentation of their financial circumstances, including supporting income, expenditure and other financial data.
- Provide all supportive documents required by the Credit Institution, including accurate and documented information regarding their credit facilities with other Credit Institutions.