

**PARTNER – ENHANCING BANKING EFFICIENCY AND CUSTOMER SERVICES TOWARDS TRUE
BUSINESS PARTNERSHIP**

PHASE 1 INITIATIVE: STREAMLINING AND SIMPLIFYING SME LOAN APPLICATIONS

Explanatory Notes and Guidelines

Dear Customer,

Introduction

Commercial banks in Malaysia acknowledge the importance of Small and Medium Enterprises (SMEs) as engines of growth of our economy. Indeed, commercial banks have walked side by side and in strong support of the SMEs over the years, both in good financial climate and in bad.

As in all relationships, we must listen to, and understand one another. Based on comments from SMEs and SME organizations during recent dialogues and seminars, The Association of Banks in Malaysia (ABM) and its commercial bank members are pleased to announce the launch of a series of initiatives towards enhancing banking efficiency and customer services under the banner called “PARTNER”. We are not just your financiers. We aspire to be a true partner in your growth and development.

In the first step towards being your better “PARTNER”, ABM and its members have attempted to streamline and simplify the processes and procedures of applications for a SME loan. You will accordingly find in this package, a simple loan application form which you can use in the event the bank you wish to approach does not have its own. We have also provided you with two checklists, the first detailing the general types of documents or information required to be submitted with any application and the second setting out the more specific documents or information required for various kinds of facilities. In this way, you can better anticipate supporting documents or information to be furnished for the purpose of a loan application and re-use the same if necessary. Please be informed however that the checklists are not exhaustive as certain banks may have reasons to ask for more or other documents or information.

So that you can also plan ahead, ABM and its members have prepared a time line which shows you the stages involved in the processing of a straight forward loan application by a bank and the time to be expected. What we mean by a straight forward loan application is one which is for a clean or unsecured loan, not subject to consent from authorities, any other 3rd party or CGC approval or any other particular conditions precedent, for which specific approval requiring time has to be obtained.

Finally in this first phase, a comprehensive list of SME contact points of the banks has been compiled for your ease of reference. Staff of our members at these contact points should be able to help you with any queries pertaining to a new loan application or a loan application which has been submitted.

Your feedback on this set of first initiatives is very important to us. Please write to us via ABM’s website, **www.abm.org.my** or contact ABM’s toll-free hotline **ABMConnect at 1-300-88-9980** from 9:00 am to 5:30 pm, Mondays to Fridays.

Part 1 - SME Loan Application Form

Most of the commercial banks already have their own application form or forms which can be found at their web-sites or are available at their bank branches. In such instances, please use the banks' respective application form or forms. You can use our prepared application form in the event the bank does not have a standard application form or forms and you will thus not have to write a cover letter yourself.

To the best of our knowledge, the following banks have their own application form(s) for SMEs:-

- | | |
|-------------------------------------|--|
| 1. Alliance Bank Malaysia Berhad | 6. OCBC Bank (Malaysia) Berhad |
| 2. EON Bank Berhad | 7. Public Bank Berhad |
| 3. Hong Leong Bank Berhad | 8. RHB Bank Berhad |
| 4. HSBC Bank Malaysia Berhad | 9. Standard Chartered Bank Malaysia Berhad |
| 5. Malayan Banking Berhad (Maybank) | |

Our prepared form is designed to enable the bank to get to know you and is divided into 7 main sections as follows:-

1. Background Information – please fill in basic information about your business or you
2. Additional Information – please furnish the contact information of your business or you
3. Facilities Required – please describe the type of facility or facilities you wish to apply for. If you are unsure how to fill in this section, please ask for the help of any officer of the bank
4. Credit Facilities with other financial institutions – please furnish information of existing credit facility or facilities which your business or you may have with other financial institutions
5. Supporting Documents – please refer to Attachments 1 and 2 for documents and/or information to be submitted with the loan application
6. Start-Up – in the event your business has yet to commence or has commenced for less than 12 months, please indicate the documents and/or information that cannot be provided in the application by crossing them out from Attachments 1 and 2
7. Declaration – please sign and confirm that all information provided is true, correct and complete

Part 2 - Checklists of Documents (Attachments 1 and 2)

The checklists of documents can be found in 2 main attachments – Attachments 1 and 2.

Attachments 1(A) and 2(A) – for Private Limited Companies or Sdn Bhd

These Attachments attempt to set out respectively the general or more common documents or information and the specific documents or information (depending on the type of financing being applied for) required by banks of a Private Limited Company or Sdn Bhd. You do not have to be concerned with Attachments 1(B) and 2(B) if your business takes the legal form of a Private Limited Company or Sdn Bhd.

Attachments 1(B) and 2(B) – for Sole Proprietorships, Partnerships or Individuals

These Attachments attempt to set out respectively the general or more common documents or information and the specific documents or information (depending on the type of financing being applied for) required by banks of a Sole Proprietorship, Partnership or Individual. You do not have to be concerned with Attachments 1(A) and 2(A) if your business takes the legal form of a Sole Proprietorship, Partnership or Individual.

Attachments 1(A) and 1(B) – Standard or Common Documents or Information

These documents or information are broad based and will generally be required in respect of applications for most, if not all, types of facilities. If you have any questions please do not hesitate to contact the bank concerned or ABM.

Attachments 2(A) and 2(B) – More Specific Documents or Information

We have used our best endeavours to try and anticipate the more specific documents or information which may be asked for on a case to case basis depending on the type of financing being applied for. For example if you are applying for a facility for the purpose of buying a property, please look at Section 3 in addition to the documents or information set out in Attachment 1(A) or as the case may be, 1(B). You do not need to furnish all the documents set out in the other sections unless the same is relevant to your case. If you have any questions please do not hesitate to contact the bank concerned or ABM.

Part 3 - Common Timeline for SME Loan Application (applicable for straight-forward cases only)

You will notice that we have used two terminologies, “working days” and “days”, in the timeline. As you are aware, a week generally comprises only five working days. Thus in respect of time frames of five days or less, it would be fair on the part of the banks if they were to be allowed full five “working days” to accomplish the task concerned. Accordingly where the time frames are longer, there is no need for the application of “working days” as it would otherwise translate into a much longer duration than envisaged.

Part 4 - Participating Commercial Banks and Directory of SME Contact Information

The following are our participating member banks (listed in alphabetical order) in PARTNER:-

- | | |
|----------------------------------|---|
| 1. Affin Bank Berhad | 8. HSBC Bank Malaysia Berhad |
| 2. Alliance Bank Malaysia Berhad | 9. Malayan Banking Berhad (Maybank) |
| 3. AmBank (M) Berhad | 10. OCBC Bank (Malaysia) Berhad |
| 4. CIMB Bank Berhad | 11. Public Bank Berhad |
| 5. Citibank Berhad | 12. RHB Bank Berhad |
| 6. EON Bank Berhad | 13. Standard Chartered Bank Malaysia Berhad |
| 7. Hong Leong Bank Berhad | 14. United Overseas Bank (Malaysia) Bhd |

Please refer to the Directory of SME Contact Information in Part 4 of this package for the detailed list of the contacts numbers which you can call in the event you have any queries, be it with regard to PARTNER and its initiatives or an intended loan application or a loan application which has been submitted. Feel free to contact ABM too at any time.