

Code Of Ethics On Repossession

- i. As far as possible the number of authorised repossessioners must be minimised unless circumstances warrants any additional assistance.
- ii. Repossessioners should only gain entry into premises with the knowledge and consent of the occupant.
- iii. Repossessioners should be well mannered and dress decently. They should ensure the practise of professionalism and dignity in carrying out their work.
- iv. The use of “strong arm tactics” of any kind is strictly prohibited in the performance of their work.
- v. At the time of repossession, the repossessioners should give a standard notice to the hirer informing him/her of the following :-
 - a. The address and telephone number of the finance company and the authorised officers he can contact immediately to resolve any problem.
 - b. The repossessioners must give a reasonable time to the hirer to inspect the vehicle and remove his personal items and belongings.
- vi. As far as possible, repossession should be undertaken in the presence of the hirer or any person authorised to that car.
- vii. Repossessioners should at all times act in accordance with the laws and regulations in the performance of their works.
- viii. All repossessioners should be given and briefed on the Code of Ethics on repossession and abide by its terms. They should also observe any other Code of Ethics introduced by the Association of Hire Purchase Companies Malaysia, The Association of Finance Companies of Malaysia and the Ministry of Domestic Trade and Consumer Affairs from time to time.