

## Supplementary Information of Product Disclosure Sheet

This document provides additional information that is not included in the Product Disclosure Sheet (PDS).

### 1. What if I fail to fulfil my obligations?

#### For Term Loan

- Late payment charges of 1% p.a. on the amount in arrears, causing the total outstanding to increase.
- If you defaults on any payment of monies due under the Facilities during the duration of the Facilities for a period of 31 days for at least 3 times over the past 12 months, the Bank shall at its discretion be entitled to vary the Prescribed Rate, which shall thereafter comprise of Additional Interest (chargeable at 1.5% p.a and/or such other rates as determined by the Bank from time to time) above the Prescribed Rate ("**1st tier Amended Prescribed Rate**") on daily rests or such other rate as the Bank may prescribe on the balance outstanding.
- Upon the application of the 1st tier Amended Prescribed Rate and in the event if you defaults on any payment of monies due under the Facilities during the duration of the Facilities for a period of 100 days from the date such monies become due and payable or such other period as the Bank may notify you from time to time, the Bank shall at its discretion be entitled to vary the 1st tier Amended Prescribed Rate by imposing an additional interest at 1.00% p.a over and above the 1st tier Amended Prescribed Rate ("**2nd tier Amended Prescribed Rate**") on daily rests or such other rate as the Bank may prescribe on the balance outstanding.
- The 2nd tier Amended Prescribed Rate will continue to apply until such time when:
  - (aa) you have paid all amounts outstanding under the Facilities, i.e. your account has regularized, in which event the applicable interest rate would be adjusted to the Prescribed Rate; or
  - (bb) the monies due and payable by you have been outstanding for less than a period of 91 days (or such other period as the Bank may notify you from time to time) from the date when such monies were due for payment, upon which the applicable interest rate will be adjusted to the 1st tier Amended Prescribed Rate.
- The 1st tier Amended Prescribed Rate will continue to apply until such time when the amounts due and payable under the Facilities have been outstanding for less than a period of 31 days (or such other period as the Bank may notify the you from time to time), in which event the applicable interest rate would be adjusted to the Prescribed Rate.

#### For Overdraft Facility

- You must not draw in excess of the Overdraft limit. If you have drawn or utilised sums in excess of the limit, interest on Overdraft Excess ("**OD Excess Interest**") above the Reference Rate or such other rate as may be determined by the Bank shall be charged on all sums drawn in excess of the limit at SBR + 7.50% per annum.

**For Term Loan & Overdraft**

- We may set-off any credit balance in any account maintained with the Bank against any outstanding balance of this Facility with written notice.
- Legal action will be taken if you fail to respond to reminder notices given by the Bank. Your property may be foreclosed and you will have to bear all the costs. You are also responsible to settle any shortfall after your property has been sold.
- Legal action against you may affect your credit score leading to credit being more difficult or expensive to you.

**2. Do I need any insurance/takaful coverage?**

- All residential property(ies) are required to be insured or takaful coverage obtained under houseowner policy(ies), whilst commercial and vacant property(ies) to be insured or covered under fire policy(ies).
  - (a) You are to ensure that the property(ies) are adequately insured up to their full insurable value, against loss or damage by fire, lighting, tempest, flood, riot, civil commotion, malicious acts and strike and such other risk as the Bank may require;
  - (b) You are to furnish a certified true copy of the policy or policies so bought/taken up with the Bank endorsed as loss payee/mortgagee together with evidence of premium/takaful payment/contribution payable under such policy or policies to the Bank. In the event that the Bank takes up the insurance or takaful coverage on your behalf, the Bank will debit the fire insurance premium/takaful contribution into your loan/financing account with prior written notice to you.
- Mortgage Decreasing Term Assurance (MDTA)/Mortgage Reducing Term Takaful (MRTT)/Mortgage Level Term Assurance (MLTA)/Mortgage Level Term Takaful (MLTT) is optional unless it is under a promotional criterion as stated in Letter of Offer.
- However, you are encouraged to take up the MDTA/MRTT/MLTA/MLTT to protect your family from losing the property due to unforeseen circumstances.
- Where the MDTA/MRTT/MLTA/MLTT is financed by the Bank, the Bank shall only release the premium/takaful contribution either with the first loan release towards financing of the Property(ies) or at any time thereafter at the Bank's discretion subject to the following:
  - (a) the Bank has received the letter of acceptance/letter of offer issued by an insurance/takaful company which is acceptable to the Bank;
  - (b) the Bank has not received any notification from the insurance/takaful company of your rejection and/or appeal of the letter of offer;
  - (c) you/insured are/is not deceased prior to the first release of the loan; and
  - (d) in the event the letter of acceptance/letter of offer issued by the insurance/takaful company expires on or before the first loan release, you will submit a fresh proposal form for evaluation and a fresh letter of acceptance/letter of offer shall be procured by you.
- The coverage of the MDTA/MRTT/MLTA/MLTT shall be effective upon receipt of the full premium/takaful contribution (including any loading or excess to the original premium/takaful contribution quoted) by the insurance/takaful company.

### 3. What do I need to do if there are changes to my contact details?

It is important that you inform the Bank of any changes in your contact details at the earliest possible opportunity to ensure that all correspondences reach you in a timely manner.

To update your correspondence details, please contact the Bank at +603-7626 8899 or visit any of our branches nationwide.

### 4. Where can I get assistance and redress?

- If you have any difficulties in making repayments, you should contact us earliest possible to discuss repayment alternatives. You may contact us at:

#### **Consumer Collection Centre**

Level 2, PJ City Development, No. 15A, Jalan 219, Section 51A, 46100 Petaling Jaya, Selangor

Tel: +603-7959 1888 Fax: +603-7873 8228

Email: [MCC2@hlbb.hongleong.com.my](mailto:MCC2@hlbb.hongleong.com.my)

- Alternatively, you may seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia (BNM) to provide free services on money management, credit counselling, financial education and debt restructuring for individuals. You can contact AKPK at:

#### **Agensi Kaunseling Pengurusan Kredit (AKPK)**

Level 5 and 6, Menara Aras Raya (Formerly known as Menara Bumiputera Commerce), Jalan Raja Laut, 50350 Kuala Lumpur

Tel: +603-2616 7766 Website: [akpk.org.my/contact-us](http://akpk.org.my/contact-us)

- POWER! (Pengurusan Wang Ringgit Anda) Programme, offered by AKPK, promotes prudent money management and financial discipline to individual borrowers. To register and for further information, kindly call 03-2616 7766 or visit the website at [www.akpk.org.my](http://www.akpk.org.my)
- If you wish to complain on the products or services provided by us, you may contact us at:

#### **Customer Advocacy**

Hong Leong Bank Berhad, Level 13A, Menara Hong Leong, No 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur.

Tel: +603-7626 8821/7626 8802/7626 8812

E-mail: [customerservice@hlbb.hongleong.com.my](mailto:customerservice@hlbb.hongleong.com.my)

- If your query or complaint is not satisfactorily resolved by us, you may contact **BNMLINK** at:

#### **BNMLINK**

4<sup>th</sup> Floor, Podium Bangunan AICB, No.10, Jalan Dato' Onn, 50480 Kuala Lumpur.

Web: [bnm.gov.my/BNMLINK](http://bnm.gov.my/BNMLINK)

Tel: 1-300-88-5465 or 03-2174-1717 (for overseas calls)