

## General FAQ

### 1. What is Hong Leong Bank (“HLB”) Grab It Now Personal Loan?

This is a collaboration program between HLB and GrabFinance where preselected drivers/delivery partners can apply for loans from HLB. GrabFinance will send out In-App messages to eligible drivers/delivery partners to notify them of this program and for those eligible drivers/delivery partners who are interested can proceed to HLB’s online portal or walk in to the selected HLB branches to apply. During walk-in, eligible drivers/delivery partners are to present the In-App message sent by GrabFinance for verification.

### 2. I was not selected, but my friend was. How do I apply for this program?

We thank you for your interest but unfortunately, the HLB Personal Loan offer is currently available for selected drivers/delivery partners only. HLB and GrabFinance plan to roll out this offer in waves to eligible drivers/delivery partners, so do keep a lookout for any communication from GrabFinance about this.

### 3. I have submitted my application through HLB’s online portal but have not gotten the SMS for my application status. How long do I have to wait for a response from HLB?

You will receive the SMS & email from HLB once your application is approved/rejected within 5-7 working days from the application date.

### 4. When will I get my loan amount?

Upon approval, HLB will disburse the loan amount to the bank account provided during the application.

### 5. What is my eligible loan amount?

You will be able to view your maximum eligible loan amount and apply for your desired loan amount during the application.

### 6. How do I repay my loan?

Pursuant to the collaboration with HLB, repayment of your loan will be via daily deductions from your Grab driver/delivery partner’s cash and/or credit wallets over the tenure of 6 months (174 days) or 12 months (359 days).

### 7. What do I do if my Grab account is suspended/banned/terminated?

In the event your account is suspended/banned/terminated, you will need to contact Grab/Finance at [collection.my@grabtaxi.com](mailto:collection.my@grabtaxi.com) to further agree on a method of repayment.

8. Is it possible to cancel my application?

You are able to cancel your application any time before disbursement.

9. What do I do if I did not receive my loan once my application is approved?

Once the application is approved, the amount will be credited to your desired bank account within 5-7 working days.

In the event of any delay, please contact HLB at 03-7626 8899 for assistance.

10. How is my repayment amount calculated?

***For illustration purposes: Driver/Delivery Partner A applies for RM1,000 over a tenure of 6 months.***

Disbursed amount (Loan Amount - Stamp Duty): RM995

Stamp Duty: 0.5% of RM1,000 = RM5

Convenience Fee: RM70

HLB/GrabFinance Interest: 18% per annum of RM1,000 / 6 months tenure = RM90

Repayment amount: RM1,160

Daily deduction amount: RM1,160 / 174 days = **RM6.67 per day**

11. What happens if I skip my loan payment/do not have sufficient cash in my wallets for deduction?

GrabFinance will continue to attempt for deduction via your Grab driver/delivery partner's cash and/or credit wallet(s).