



PRODUCT DISCLOSURE SHEET

Product Name:
Letter of Credit Confirmed

(Please read and understand this Product Disclosure Sheet together with the general terms and conditions governing the Letter of Credit Confirmed before you decide to take up this product. You are required to seek clarification with EXIM Bank's (Bank) Relationship Manager assigned to you on any of the terms and conditions governing the said product. Please ensure that you have fully understood the product and the terms and conditions are suited to your financing and/or business requirement.)

1. What is this product about?

Letter of Credit Confirmed (LCC) is an undertaking by us (Confirming Bank) to make payment of an LC which has been issued by another bank (Issuing Bank) upon presentation of compliant documents by you. We act as an agent on behalf of the Issuing Bank to confirm the LC and subsequently charge a fee for the services rendered.

2. What do I get from this product?

Eliminate the country and payment risks of the Issuing Bank subject to the compliance of presentation.

3. What are my obligations?

- You are required to pay the confirmation commission on the service rendered to you.
- The payment shall be done upfront or debited from the proceeds received.

4. What are the fees and charges I have to pay?

For full list of Bank's fees and charges, please visit our website at <https://www.exim.com.my>

No.	Type of Fees and Charges	Quantum
1.	Confirmation Commission	3% per confirmation

Please request from your Relationship Manager for the Bank's Standard Fees and Charges on Conventional Products and Services. If there are any changes in fees and charges that are applicable to your facility, the Bank will notify you at least 21 calendar days prior to the effective date of implementation.

5. What if I fail to fulfil my obligation?

We shall advise Letter of Credit without adding our confirmation.

6. What if I fully settle the loan before its maturity?

Not applicable.

7. Do I need a guarantor or collateral?

Not applicable.

8. Do I need insurance coverage?

Not applicable.

9. What are the major risks?

Your transaction is exposed to payment risk and country risk of the Issuing Bank if your Letter of Credit is advised without confirmation from us (Confirming Bank).

10. 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 to your contact details to ensure that all correspondences reach you in a timely manner.
- You may inform the Bank such changes via various channels of communication such as the website or call centre at 03-2601 2000.

11. Where can I get an assistance and redress?

If you wish to complain on the product or services provided by us, you may contact us at:

Head, Corporate Communication Department
Export-Import Bank of Malaysia Berhad
Level 1, EXIM Bank, Jalan Sultan Ismail,
50250 Kuala Lumpur, Malaysia
Tel: +603-26012000
Fax: +603-26012469
Website: www.exim.com.my

If you have difficulties in making repayments, you should contact us earliest possible to discuss repayment alternatives. You may contact your Relationship Manager or send an e-mail to us communications@exim.com.my or contact us at +603-26012000.

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

Agensi Kaunseling dan Pengurusan Kredit (AKPK)
Level 5 and 6, Menara Bumiputera Commerce,
Jalan Raja Laut, 50350 Kuala Lumpur
Tel: +603-26167766
Website: <https://services.akpk.org.my/>

If your query or complain is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:

Blok D, Bank Negara Malaysia,
Jalan Dato' Onn,
50480 Kuala Lumpur
Tel: 1-300-88-5465
Fax: +603-2174 1515
Email: bnmtelelink@bnm.gov.my

OR

Ombudsman for Financial Services (OFS)
(Formerly known as Financial Mediation Bureau) at:
Level 14, Main Block, Menara Takaful Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur
Tel: +603-22722811
Fax: +603-22721577
Email: enquiry@ofs.org.my
Website: <http://www.ofs.org.my>

12. Where can I get further information?

Additional information on Letter of Credit Confirmed is available at our office and corporate website: www.exim.com.my
If you have any enquiries, please contact us at:

EXPORT-IMPORT BANK OF MALAYSIA BERHAD
Level 1, EXIM Bank, Jalan Sultan Ismail,
50250 Kuala Lumpur, Malaysia
Tel: +603-26012000
Fax: +603-26012469

13. What are other types of Letter of Credit services available?

- Letter of Credit Advising
- Letter of Credit Collection
- Letter of Credit Transfer

IMPORTANT NOTE: LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU FAIL TO SERVICE YOUR PAYMENT FOR THE FACILITY ON REGULAR BASIS

The information provided in this disclosure sheet is valid as at 20 October 2023.