



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

Not applicable.

#### 7. Do I need insurance coverage?

Not applicable.

#### 8. What are the major risks?

You are exposed to risk of delay in delivery of goods as a result from non-compliance of presentation of the transferred letter of credit to the 2<sup>nd</sup> Beneficiary.

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

- a) 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.
- b) You may inform the Bank such changes via various channels of communication such as the website, branches or call centre at 03-2601 2000.

#### 10. Where can I get an assistance and redress?

If you wish to complaint 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](http://www.exim.com.my)

If your query or complaint 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](mailto:bnmtelelink@bnm.gov.my)

#### 11. Where can I get further information?

Additional information on Letter of Credit Transfer is available at our office and corporate website: [www.exim.com.my](http://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

#### 12. What are other types of letter of credit products and services available?

- Letter of Credit Advising
- Letter of Credit Confirmation
- Letter of Credit Collection

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

The information provided in this disclosure sheet is valid as at 30 July 2021.