

# PRODUCT DISCLOSURE SHEET



## ICBC Bank Guarantee (BG)

(Read this Product Disclosure Sheet before you decide to apply the ICBC Bank Guarantee. Be sure to also read the ICBC Bank Guarantee Facility Agreement and Letter of Offer terms & conditions where applicable)

### 1. WHAT IS THIS PRODUCT ABOUT?

- A written undertaking by Bank at the request of the applicant, in favor of a third party (the beneficiary) guaranteeing tender, performance, payment etc. to fulfil contract requirement.

### 2. WHAT DO I GET FROM THE PRODUCT?

- For issuance of security deposits, tenders, performance, payment guarantee etc. favoring government departments/statutory board/private sectors or any other party acceptable to the Bank.

### 3. WHAT ARE MY OBLIGATIONS?

BG commission generally charge at 0.1% per month.

- To service the BG commission up front for the BG tenure applied.

### 4. WHAT ARE THE FEES AND CHARGES I HAVE TO PAY?

Fees and charges	Description
Stamp Duties	As per Stamp Duty Act 1949 (Revised 1989).
Disbursement Fee	Include fees for registration of charge and Power of Attorney (for property with individual or strata title and for property under master title respectively), land search, bankruptcy search and other related charges.
Valuation Fee	Payable on professional valuation done on properties charged to the bank.

### 5. WHAT IF I FAIL TO FULFILL MY OBLIGATIONS?

- In addition and without prejudice to the rights and remedies of the Bank, if you shall default in the payment of any sums which the Bank demands against you when the BG/PG is claimed by the Beneficiary, you shall pay interest on such overdue sums at the rate of 2.5% per annum above the Bank's \*Base Lending Rate/Costs of Fund of the matching tenure or such other rate or rates as the Bank may, at its sole absolute discretion, at any time and from time to time, impose without notice to you, and such rate or rates of interest ("the Default Rate") shall be payable by you, as well after as before judgment or demand, from the due date up to the date of actual repayment.
- Right to set-off – the Bank has the right to set-off any credit balances in your account(s) maintained with the Bank against any outstanding balances in this loan account.
- Collection Agency – the Bank has the right to outsource debt collection to an external agency.
- Right to sell non-performing loan – the Bank has the right to sell a non-performing loan to a third party.
- Legal action will be taken if you fail to respond to reminder notices. Your property may be foreclosed and you will have to bear all costs incurred and settle any shortfall after your property is sold.
- Legal action against you may affect your credit rating leading to credit being more difficult and expensive to you.

### 6. WHAT IF I FULLY SETTLE THE LOAN DURING THE LOCK-IN PERIOD?

- Not applicable to BG.

### 7. DO I NEED ANY INSURANCE / TAKEFUL COVERAGE?

- Submission of fire insurance policy with the Bank's name endorsed as assignee/charge if there are properties charge as collateral

### 8. WHAT DO I NEED TO DO IF THERE ARE CHANGES TO MY CONTACT DETAILS?

- It is important that you inform us promptly of any change in your address, and contact number to ensure that all correspondence reaches you in a timely manner at branch.

Customer Hotline	03-2301 3399
KL Main Branch	03-2172 6666
Kuching Branch	082-272 888
Puchong Branch	03-8073 6888
Johor Bahru Branch	07- 2310 888

## 9. WHERE CAN I GET ASSISTANCE AND APPEAL?

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

Address : Local Corporate Banking Department  
: Level 1, Menara Maxis  
: Kuala Lumpur City Center  
: 50088 Kuala Lumpur  
Telephone : +60 2301 3399  
Fax : +03 2301 3388  
Email : customerservice@icbcmalaysia.com.my

Alternatively, you may seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia to provide free services on money management, credit counseling, debt restructuring for individuals and you may also join the "Program Pengurusan Wang Anda" (POWER) to help your credit management. You may contact AKPK at:

Address : Tingkat 8, Maju Junction Mall  
1001, Jalan Sultan Ismail  
50250 Kuala Lumpur, Malaysia  
Telephone : +1800 88 2575  
Email : enquiry@akpk.org.my

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

Address : Local Corporate Banking Department  
: Level 1, Menara Maxis  
: Kuala Lumpur City Center  
: 50088 Kuala Lumpur  
Telephone : +60 2301 3399  
Fax : +03 2301 3388  
Email : customerservice@icbcmalaysia.com.my

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

Address : Block D, Bank Negara Malaysia  
Jalan Dato' Onn  
50480 Kuala Lumpur  
Telephone : +1300 88 5465  
Fax : +603 2174 1515  
Email : bnmtelelink@bnm.gov.my

## 10. WHERE CAN I GET FURTHER INFORMATION?

Should you require additional information about applying Bank Guarantee, please visit us at the nearest ICBC branch.

If you have any other queries please contact our bank branch Tel No.:

Customer Hotline	03-2301 3399
KL Main Branch	03-2172 6666
Kuching Branch	082-272 888
Puchong Branch	03-8073 6888
Johor Bahru Branch	07- 2310 888

*The information in this Product Disclosure Sheet is given on a general basis without obligation and is strictly for information only. The information contained in this document are based on certain assumptions and information available as at the date of this document, all of which are accordingly subject to change at any time without notice.*