

## :: Frequently Asked Questions (FAQ)

CCRIS Record		
1	<b>Q</b>	<b>What is the time frame of my borrowing record in CCRIS that the Bank will look at? Is it 6 months or 12 months ?</b>
	A	The Bank will look at 12 months records.
2	<b>Q</b>	<b>My company's business loan with other bank is under restructuring and rescheduling. Will this affect negatively on new business loan application with your Bank?</b>
	A	Yes, it may.
3	<b>Q</b>	<b>I have fines or summons from Telco / Utilities company. Will it affect my company business loan application with your bank?</b>
	A	Unpaid fine / summons may give unfavorable score on your record and thus it may affect your business loan application. Therefore, it is recommended that all the regular payments are via Standing Instruction (SI) to ensure payments are prompt.

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Loan Application History		
1	<b>Q</b>	<b>I have a loan application that was recently declined by another bank. Will this affect my loan application with Maybank?</b>
	A	Every bank has its own standard and procedure in assessing loan applications. The decision from other banks may not necessarily affect your application with Maybank.
2	<b>Q</b>	<b>I am a director of three companies and two of the companies already have borrowings with Maybank for more than three years. I intend to apply for a business loan for my other company. How will the existing borrowings from the two companies affect my new application?</b>
	A	Overall high commitment may have impact on getting new credit for the related company. Please ensure you maintain a good repayment track record for all your loan facilities.
3	<b>Q</b>	<b>My loan application was recently declined by Maybank. Is there a cooling off period before I can reapply?</b>
	A	You may reapply after 6 months.
4	<b>Q</b>	<b>My company had several loan approvals with other banks in the last 12 months. Will this affect my business loan application with Maybank?</b>
	A	Overall high commitment may have impact on getting new credit.

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Qualifications For Loan Application		
1	<p><b>Q</b></p> <p><b>My business has been operating for about 1.5 years. Does it affect my loan application? What is the minimum years of operation required?</b></p> <p>A</p>	<p>Number of years in business may provide some merits in the credit assessment. For our Maybank SME Digital Financing, the minimum requirement is one year.</p>
2	<p><b>Q</b></p> <p><b>My business has been operating for about 3 years without any bank borrowing. Will this have any impact on my loan application?</b></p> <p>A</p>	<p>Past borrowing track record may strengthen the ability to obtain credit. However, we also consider the established business relationship of the business owner and the company with us.</p>
3	<p><b>Q</b></p> <p><b>Is there a minimum annual sales requirement to get approval for my loan application?</b></p> <p>A</p>	<p>Annual sales is one of the company's performance indicator and it may affect the eligible loan amount. There is no minimum annual sales requirement.</p>
4	<p><b>Q</b></p> <p><b>My company has Hire Purchase (HP) loan with other bank and the repayment is usually in arrears for 1 month. Will this affect my business loan application?</b></p> <p>A</p>	<p>We do take into account the timeliness of loan repayment in our assessment. Any delay in loan repayment may have negative impact on your loan application.</p>
5	<p><b>Q</b></p> <p><b>I am a sole proprietor and I am using my personal credit cards to support my business which has no bank borrowing. Will this affect my business loan application?</b></p> <p>A</p>	<p>Repayment track record of all loans will affect your business loan application. This includes the business owner's personal loans as well as credit cards.</p> <p>The business owner's satisfactory conduct and prompt repayment of his/her credit cards will strengthen the ability to obtain credit. The general rule is to maintain a maximum of 3 credit cards with different banks, with average utilisation ratio of not more than 70%.</p>

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### Advisory Services

1 **Q** **My business is currently facing difficulty in making repayment to existing business loan/financing. Is there any agency or organisation that I can consult for assistance?**

A You may contact **Small Debt Resolution Scheme (SDRS)** by Bank Negara for advice to apply for restructuring or rescheduling of existing financing facilities and to provide new financing (where necessary).

Please refer to [https://www.bnm.gov.my/documents/20124/55792/sdrs\\_v2\\_en.pdf](https://www.bnm.gov.my/documents/20124/55792/sdrs_v2_en.pdf) for more details.

2 **Q** **Does Maybank provide any kind of free advisory services or seminars to SME on how to improve credit scoring so that they can have better chance of loan approval?**

A The Bank is constantly assisting SMEs to grow their business with the necessary knowledge and capability through various initiatives.

This includes educating the SMEs through seminars on the topic of Financial Literacy and Building Capacity and Capability. These programs are conducted throughout the year nationwide. You can refer to our branches or our SME Team for the upcoming events.