

## PRODUCT DISCLOSURE SHEET

(Read this Product Disclosure Sheet before you decide to take out the Islamic Property Financing facility. Be sure to also read the general terms and conditions in the Letter of Offer.)

<b>PRODUCT:</b> Home Financing Purchase	<b>Date:</b> 26-Jan-2021
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### 1. What is this product about?

- The product is an Islamic property financing facility ("Facility") offered to either completed or under construction property. This facility is secured against residential or commercial properties. Nonetheless, additional security such as term deposits, guarantors, etc. may be requested by us depending on the credit assessment.
- The facility may be for the following purposes:-
  - Financing purchase of residential or commercial properties in Malaysia;
  - Refinancing of an existing mortgage financing from another financial institution (e.g. redemption sum/balance outstanding plus top up facility) in Malaysia;
  - Remortgage of a property free from encumbrances/debt in Malaysia;
  - Additional Financing or top up facility for existing Maybank Islamic Berhad's mortgage financing customers who seek extra facility for working capital, investment, education, renovation, etc.
  - Redraw or top up facility for existing Maybank mortgage financing customers seeking additional facility for working capital, investment, education, renovation, etc.
- Normally, the maximum facility amount granted is less than the value of the property charged to us. In the case of financing new purchases, you need to pay the difference between the facility amount and the purchase price (or the open market value (OMV), whichever is lower) before the financing amount is released e.g.

Property Purchase Price	: RM200, 000
Facility Amount	: RM180, 000 (90% of the property/purchase price)
Amount to be Paid	: RM20, 000 (10% of the property/purchase price)

Additional facility is available for capitalization of related expenses e.g. Mortgage Reducing Term Takaful (MRTT) contribution, legal fees and stamp duty pertaining to the financing documentation, etc, subject to credit assessment and terms and conditions.

- The profit rate charged may be fixed, floating or combination of fixed and floating, single or multiple profit rates. Floating rate is based on the Islamic Base Rate (IBR) plus profit spread e.g. IBR+1.35% and the effective rate will vary in accordance to the periodical changes in the IBR.
- For Islamic financing scheme which is based on Sale-based contract, the profit rate used for computation of the Bank's Sale Price is determined upfront i.e. IBR + 7.65% or 10.00% whichever is higher during the offer and acceptance of financing. This Sale Price Rate or known as Ceiling Profit Rate (CPR) provides the customers with maximum capping for the total amount of financing payment regardless of periodical changes in the IBR.
- The payment for a term financing facility is in the form of monthly instalment (calculated based on the prevailing effective profit rate, facility tenure and balance outstanding). For term financing pegged to IBR, the instalment amount will be charged using the effective profit rates, in accordance to the IBR movement, but will not exceed the Sale Price (if applicable). Any difference between the Ceiling Profit Rate (Sale Price Rate) and effective rate (actual cost charged to the customer) will be rebated or discounted upon settlement.
- For term financing pegged to IBR, instalment amount will be reviewed on quarterly basis as set out in table below to account for changes in the IBR and financing balance to ensure timely settlement of the facility.

Date of Review of Instalment Amount	Date Notice Issued to Affected Customers	Effective Date of New Instalment
15th March	15th March	1st April
15th June	15th June	1st July
15th September	15th September	1st October
15th December	15th December	1st January

The instalment amount will only be reviewed on quarterly basis as scheduled even though there is a change in the Overnight Policy Rate (OPR) or IBR in between the review period.

- The instalment amount will commence upon full disbursement\* of financing tabled below:-

Date of Full Disbursement of Financing	Date of Commencement of Instalment Amount	E.g.: Date of Full Disbursement of Financing	E.g.: Date of Commencement of Instalment Amount
1st - 10th of Month	1st of following month	3rd April 2020	1st May 2020
11th of Month Onwards	1st of next following month	15th April 2020	1st June 2020

\* For residential properties under construction, a financing will be considered as fully disbursed and the instalment amount to commence once the progressive claim reaches 97.5% of the Sales and Purchase Agreement (SPA) price.

- Pending full disbursement of financing and/or commencement of the instalment amount (e.g. in the case of financing purchase of properties under construction from developers where the financing amount is released progressively against the progressive claims issued by developers, or in the case of sub-sale where the financing is partially released in order to redeem property title from the current mortgagee), any monthly profit charged on month end must be serviced by month end and be paid in full before the commencement of the instalment amount.

The following is an illustration of how the profit is charged:-

- Financing Amount : RM500,000
- Financing Amount Disbursed : 20% of total financing amount/partial financing disbursement (i.e. RM100,000).
- Profit Rate : IBR+1.30% (1.75%+1.30% =3.05%).
- Monthly Progressive Profit :  $RM100,000 \times 3.05\% \times 31 / 365 \text{ days} = RM259.04$
- Assumption : a) IBR = 1.75%, b) number of days in months (31/30/29/28)

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### 2. What is the Shariah contract applicable?

#### Commodity Murabahah (cost plus profit).

The Shariah contract applied for CMHF-i is Murabahah (cost plus profit) via Commodity Murabahah/Tawarruq arrangement. The underlying asset for the sale transaction between you and us will be a specific tradable Shariah compliant commodity. The method of financing is as follows:-

- In accordance to our financing procedure we acquires/purchase a specific Shariah compliant commodity ("Commodity") from a third party (Commodity Trader 1) upon your request equivalent to the Facility Amount.
- We will then sells the said Commodity to the you at the Bank's Sale Price which comprised of the facility amount plus profit margin ("Bank's Sale Price") to be paid on deferred payment basis within the agreed tenure ("Facility Tenure").
- You appoint us as your agent to perform the commodity sale transaction to a third party for cash. For Commodity Murabahah trading purpose, we will at all times act as your agent to undertake the required Commodity Murabahah transactions related to the facility.
- We act as your agent to sells the Commodity to a third party (Commodity Trader 2) at a price equivalent to the Facility Amount or limit.
- Proceeds of sale of the Commodity will be disbursed to you, developers, vendors or your stakeholders subject to the term and conditions of the facility.

### 3. What do I get from this product?

<b>A. Principal Financing Amount</b>	<b>900,000.00</b>
<b>B. Capitalised Related Expenses</b>	
• MRTT Contribution	100,000.00
• Wasiat Fee	-
• Others	-
<b>C. Total Financing Amount (A + B)</b>	<b>1,000,000.00</b>
<b>D. Property Value/OMV</b>	<b>1,500,000.00</b>
<b>E. Margin of Advance (C ÷ D)</b>	<b>66.67%</b>
<b>F. Financing Tenure (years)</b>	<b>35</b>

<b>G. Sale Price Rate / Ceiling Profit Rate (% p.a)</b>	<b>10.70</b>
<b>H. Sale Price (RM)</b>	<b>4,104,712.85</b>
<b>I. Profit Rate*</b>	<b>1.30%</b>
* Indicative rate, subject to customer's credit rating and credit assessment	
<b>J. Current Islamic Base Rate (IBR)</b>	<b>1.75%</b>
<b>K. Effective Profit Rate (I + J)</b>	<b>3.05%</b>

### 4. What are my obligations?

- Servicing the monthly progressive profit pending full financing disbursement.
- Servicing the monthly instalment amount (due 1<sup>st</sup> of each month) upon full financing disbursement or expiry of grace period.
- Servicing profit portion only up to 5 years, and thereafter servicing the monthly instalment (completed properties and properties under construction).

#### IMPORTANT NOTE:

- We may with notice of at least twenty one (21) days prior to the date of implementation, vary the payment/instalment amount and/or the number of payment/instalment based on periodic review for a timely financing settlement provided that the total payment /instalment collected will not exceed the Bank's Sale Price.
- Your monthly instalment and total payment amount will vary if the IBR changes but will not exceed the Sale Price (for Commodity Murabahah only).

Effective Profit Rate	Current Rate	Current Rate + 1%	Current Rate + 2%
Monthly Instalment Amount (RM) <sup>1</sup>	3,877	4,458	5,079
Total Profit Payable <sup>2</sup>	658,346	912,416	1,183,157
Total Payment <sup>3</sup>	1,658,346	1,912,416	2,183,157
Effective Profit Rate <sup>4</sup>	3.05%	4.05%	5.05%

**Note:** The above calculated based on assumption:-

- Financing disbursement for a financing of 90% MOF for instance will be disbursed as follows:-

Release Month	Percentage Released
0	10%
4	15%
8	10%
12	10%
16	10%
20	15%
24	20%
Total	90%

Release Month	Percentage Released
0	10%
6	15%
12	10%
18	10%
24	10%
30	15%
36	20%
Total	90%

- All of the above are estimation which are calculated based on Effective Profit Rate, NOT the Ceiling Profit Rate
- <sup>1</sup>Average Instalment Amount if Multiple Profit Rate Financing
- <sup>2</sup>Including monthly progressive profit (during progressive release, reflected in BICC period) and POC (Profit on cost)
- <sup>3</sup>Including the monthly instalment (upon full release) and monthly progressive profit payment (during progressive release, reflected in BICC period)
- <sup>4</sup>Computed based on immediate full financing release and instalment commencement, progressive release does not accounted for.
- The instalment amount and the total amount payable may vary accordingly with the changes in IBR

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### 5. What is Islamic Base Rate?

Islamic Base Rate (IBR) is in accordance to the new Reference Rate Framework introduced by Bank Negara Malaysia and it replaces the Base Financing Rate (BFR) as the pricing for retail Islamic financing effective 2 January 2015. Under this new framework, banks will use funding costs only as its benchmark to quote their base rate. Our IBR is computed based on its average cost of funds. The IBR will not only be adjusted when there are changes in monetary policy e.g. Overnight Policy Rate (OPR) but also changes in the funding conditions e.g. movement in Kuala Lumpur Interbank Offered Rate (KLIBOR).

### 6. Historical benchmark Cost Of Fund (COF) for the last 2 years

Please refer to [www.maybank2u.com.my](http://www.maybank2u.com.my) for the latest historical data. (under Home > rates > Base Lending Rates & Indicative Effective Housing Loan Rates).

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

● Stamp Duties	As per the Stamp Duty Act 1949 (Revised 1989)								
	<table border="1"> <thead> <tr> <th>Documents</th> <th>Amount</th> </tr> </thead> <tbody> <tr> <td>• Letter of Offer</td> <td>: RM10.00 each</td> </tr> <tr> <td>• Principal Document*</td> <td>: RM5.00 for every RM1,000</td> </tr> <tr> <td>• Security Document</td> <td>: RM10.00 each</td> </tr> </tbody> </table>	Documents	Amount	• Letter of Offer	: RM10.00 each	• Principal Document*	: RM5.00 for every RM1,000	• Security Document	: RM10.00 each
Documents	Amount								
• Letter of Offer	: RM10.00 each								
• Principal Document*	: RM5.00 for every RM1,000								
• Security Document	: RM10.00 each								
● Legal & Disbursement Fees	Include solicitors fees for financing documentation, registration of charge, land search, bankruptcy search, taxes and any other charges charged by solicitors.								
● Processing Fee	RM50 to RM200 depending on financing amount applied for. This charge is one-time fee only.								
● Excess Payment Withdrawal	RM25 fee per successful withdrawal from financing account.								
● Letter for EPF Withdrawal	RM 10 per request								
● Redemption Letter	RM 50 per request								
● Transaction/Brokerage Fee	Waived (Applicable only for Commodity Murabahah products only)								
<b>Note:</b> Processing fee and Stamp Duty are waived for BNM Funded Affordable Scheme and BNM First Home Home Scheme.									

### 8. What if I fail to fulfil my obligations?

Should you fail to fulfil your obligation, the Bank is entitled to:

● Late Payment Charges	<p>a) <u>Overdue Instalment or Scheduled Payment</u> : 1% p.a. on the instalment amount in arrears from the date of the first drawdown of the Facility until its Maturity Date; or</p> <p>b) <u>Upon Maturity Date of the Facility or upon judgment, whichever is earlier:</u> Prevailing daily overnight Islamic Interbank Money Market (IIMM) rate on the outstanding balance due and payable</p> <p><b>Note:</b> The Late Payment Charges charged shall not be further compounded</p>
● Default Rate	Should you default three (3) months of progressive profit payment (pending commencement of instalment) or during the payment of monthly instalment irrespective of payment frequency, the profit rate charged will be reverted to IBR + 6.15%p.a. or such other rate as may be prescribed by us from time to time with twenty one (21) days' notice prior to date of implementation and the new instalment will be effective on the following month. Provided always that such increase shall not cause the total payment amount to exceed the Bank's Sale Price. The Default Rate will be revised to the prevailing Effective Profit Rate upon full settlement of all your payment in arrears under the Facility.
● Right to Set-Off	We have has the right to set-off any credit balance in your deposit account(s) maintained with us against any outstanding balance.
● Right to Commence Recovery or Legal Action	Legal action will be taken if you fail to respond to reminder notices. Your property may be subjected to foreclosure and you will have to bear all costs. We have a right to commence recovery activities (including engaging third party debt collection agencies), foreclosure and bankruptcy proceedings
● Right to Review and Terminate the Facility	We retain the right to review and terminate the facility granted to you if there is any indication the property is being used for non-Shariah compliant activities or upon occurrence of any other events of default as agreed in terms and conditions of the facility.

#### IMPORTANT NOTE:

WE HAVE THE RIGHT TO PROCEED WITH LEGAL ACTION AND FORECLOSURE OF YOUR HOME FINANCED BY US SHOULD YOU FAIL TO PAY YOUR MONTHLY INSTALLMENT PROMPTLY

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### 9. Do I need to go through any financial education module?

- The financial education module is mandatory for financing applications under the BNM Funded Affordable Home Scheme and BNM First Home Scheme.
- You must log in to <https://learn.akpk.org.my> to complete a short and easy online financial education offered by AKPK to be completed via RumahKu portal, prior to submitting the financing application.
- Upon completion of the module, you are to print out the certificate of completion which is one of the mandatory document to be submitted together with the other standard documents for processing of your financing application.

### 10. What if I fully settle the financing before its maturity?

- No Early Settlement Fee will be charged.
- You will need to pay the outstanding balance, current monthly profit and any amount due and payable to us.
- Moratorium Period: For housing schemes such as BNM Funded Affordable Scheme and BNM First Home Scheme, there is a 5 year moratorium period on the sale of property.
- For Islamic Property Financing under Commodity Murabahah contract, we will grant rebate (Ibra') to you on, but not limited to, the following events:
  - You make early settlement or early redemption, including those arising from prepayments;
  - In the event of early commencement of Monthly Instalment prior to the expiry of grace profit period (for under construction);
  - In the event the Effective Profit Rate is lower than the Ceiling Profit Rate;
  - In the event the actual disbursed amount is less than the Facility Amount; and
  - For avoidance of doubt, the rebates will not be construed in any manner whatsoever as cash rebate payable to you, but will be reflected as a reduction in the profit element of the instalments of the Facility. The rebate will only be deemed granted upon receipt of the settlement/redemption sum as determined by us based on the following formula:

Outstanding Bank's Sale Price	LESS	Outstanding Purchase Price	LESS	Other Amount Due to the Bank
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For further illustration of Rebate for Variable Rate Financing on Sale Based Financing, please refer [www.maybank2u.com.my](http://www.maybank2u.com.my) website.

### 11. Do I need any insurance/takaful coverage?

Takaful/insurance covers are required to protect residential premises which is pledged to us as a collateral in case of loss or damage by fire and to provide financial protection on your financing due to death or total permanent disability.

#### A. Takaful Coverage for Dwelling : Fire Takaful/ Home Building Takaful Certificate

- All assets/properties charged/assigned to us as security will be adequately covered by takaful policy against all risks including but not limited to loss or damage through fire, earthquake, lighting, riot, strike or, malicious damage in full value or replacement costs whichever is higher or as we may require. For completed properties, you may opt for a basic cover under the Fire Takaful certificate or a more comprehensive cover under the Home Building Takaful Certificate at the point of application of your financing.
- Pursuant to the policy/cover opted by you in (a) above, we will take up and maintain a Fire Takaful /Home Building Takaful certificate (whichever applicable) on your behalf from Etiqa General Takaful Berhad or from our panel of Takaful companies or such other takaful companies of your choice approved by us with our interest as chargee and loss payee be endorsed:
  - A standard Fire Takaful certificate that will be taken up include but not limited to the following perils:-
    - Fire
    - Lightning
    - Explosion
    - Impact Damage
    - and such other perils as we may require.
  - A standard Home Building Takaful certificate that will be taken up include but not limited to the following perils:-
    - Fire, Lightning, Thunderbolt and Subterranean Fire
    - Riot and Strike, Malicious Damage
    - Explosion,
    - Aircraft Damage
    - Impact Damage
    - Bursting or Overflowing of Domestic Water Tanks, Apparatus or Pipes
    - Theft by forcible entry or exit
    - Hurricane, Cyclone, Typhoon & Windstorm
    - Earthquake & Volcanic Eruption
    - Flood
    - and such other perils as we may require.
  - The sum to be covered will be as stated in the Letter Offer. (If not adequate, in case of a claim, the average condition of Takaful certificate will apply).
- Any request to change your Takaful cover from Fire Takaful certificate to Home Building Takaful certificate or vice versa after the Letter of Offer has been accepted by you is to be made officially in writing to us.
- All Takaful certificates will be taken up at your own costs and expenses and we reserves the right to pay the Takaful contribution for any certificates on your behalf to the debit of your account.

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### B. Fire Takaful Certificate: Non-Dwelling/Building in the Course of Construction (BICC)

- a) We require this Non-Dwelling/Building in the Course of Construction (BICC) to be protected by a Fire Takaful certificate.
- b) We will take up and maintain a Fire Takaful certificate on your behalf from Etiqa General Takaful Berhad or from our panel of Takaful companies or such other takaful companies of your choice approved by us with our interest as chargee and loss payee be endorsed.
  - i. A Fire Takaful certificate, including but not limited to the following perils will be taken up:-
    - a) Fire
    - b) Lightning
    - c) Explosion
    - d) Impact Damage (not applicable for BICC)
    - e) and such other perils as we may require.
  - ii. The sum to be covered will be as stated in the Letter Offer. (If not adequate, in case of a claim, the average condition of Takaful certificate will apply).
    - a) Fire, Lightning, Thunderbolt and Subterranean Fire
    - b) Riot and Strike, Malicious Damage
    - c) Explosion,
    - d) Aircraft Damage
    - e) Impact Damage
    - f) Bursting or Overflowing of Domestic Water Tanks, Apparatus or Pipes
    - g) Theft by forcible entry or exit
    - h) Hurricane, Cyclone, Typhoon & Windstorm
    - i) Earthquake & Volcanic Eruption
    - j) Flood
    - k) and such other perils as we may require.
- c) All Takaful certificates will be taken up at your own costs and expenses and we reserve the right to pay the Takaful contribution for any certificates on your behalf to the debit of your account.
- d) A Fire Takaful is generally required for all Non-Dwelling property and/or Building in the Course of Construction. We may consider any request for a waiver of the Fire Takaful certificate made by you on a case to case basis provided that you are able to submit a copy of the insurance policy/ takaful certificate from the developer (Contractor's All Risk (CAR) policy) with the following conditions:-
  - i. Maybank Islamic Berhad's name is included as one of the joint insured/beneficiary; and
  - ii. Insured/Takaful cover amount is equivalent to the contract value of the project.

### C. Home Building Takaful & Fire Takaful Certificate Periodic Review

We will from time to time review the adequacy of the Fire Takaful/ Home Building Takaful Certificate coverage in ensuring that the property is sufficiently covered. The excess contribution, if any, will be advised accordingly in the yearly renewal notice.

### D. Mortgage Reducing Term Takaful/ Credit Level Term Takaful (CLTT)

- a) At our request, you may also be required to take up and maintain a Mortgage Reducing Term Takaful (MRTT) / Credit Level Term Takaful (CLTT) with Etiqa Family Takaful Berhad or with our panel of Takaful companies or other takaful companies of your choice approved by us on such terms and conditions as we may stipulate.
- b) The Mortgage Reducing Term Takaful / Credit Level Term Takaful (CLTT) certificate will take effect upon completion of all legal documentation and security documents or from the date the Facility(s) is first disbursed (where applicable), provided always that the application has been approved and that the full Takaful contribution has been received by Etiqa Family Takaful Berhad or from our panel of Takaful companies during your lifetime and that prior to or as at the date of commencement of the Takaful coverage, there have been no change to your health condition.
- c) All certificates will be taken up at your own costs and expenses and we reserve the right to pay the Takaful contribution for any certificates on your behalf to the debit of your account.
- d) Despite that emplacement of MRTT/CLTT is a condition precedent for disbursement of facility, pending acceptance by Etiqa Family Takaful Berhad or our panel of Takaful companies or any other takaful companies of your choice approved by us, of the application for MRTT/ CLTT coverage and issuance of the MRTT/CLTT certificate, you hereby agree that we may proceed to disburse the facility subject to fulfilment of all other conditions precedent.
- e) That pending acceptance by Etiqa Family Takaful Berhad or our panel of Takaful companies or other takaful companies of your choice approved by us of the application for MRTT/CLTT coverage and issuance of the MRTT/ CLTT certificate, or where your application for the MRTT/CLTT is rejected for any reason, you hereby agree that instalment may commence upon 97.5%/full stage of property completion as stated in Third Schedule of the Sales & Purchase Agreement.
- f) *Partial Waiver of Mortgage Reducing Term Takaful (MRTT) / Credit Level Term Takaful (CLTT)*  
If you have requested for a partial waiver of Mortgage Reducing Term Takaful (MRTT) / Credit Level Term Takaful (CLTT) coverage from us or if, due to the inability on your part to satisfy the requirements imposed by Etiqa Family Takaful Berhad or our panel of takaful company or such other takaful company of your choice approved by us, resulting in MRTT/ CLTT coverage in respect of the Facility offered by us to you vide the Letter of Offer is not for the full financing amount and/or not for the full tenure of the financing, you confirm that you fully understand the consequential effects that the lesser and/or shorter period of MRTT/ CLTT coverage have and agree not to hold us responsible for such effect.
- g) *Waiver of Mortgage Reducing Term Takaful (MRTT) / Credit Level Term Takaful (CLTT)*  
If you have requested us for a waiver of Mortgage Reducing Term Takaful (MRTT) / Credit Level Term Takaful (CLTT) coverage in respect of the Facility offered by us to you vide the Letter of Offer, you confirm that you fully understand the consequential effects that such waiver and absence of the MRTT/ CLTT have and agree not to hold us responsible for such effect.
- h) If due to the inability on your part to satisfy the requirements imposed by Etiqa Family Takaful Berhad or our panel of takaful company or such other takaful company of your choice approved by us for MRTT/CLTT coverage resulting in no MRTT/CLTT coverage in respect of the mortgage Facility offered by us to you vide the Letter of Offer, you confirm that you fully understand the consequential effects that such absence of the MRTT/CLTT have and agree not to hold us responsible for such effect.

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- i) If the MRTT/CLTT policy is terminated prematurely before settlement of financing, we will be entitled to vary the terms of financing including but not limited to increasing the profit rate prescribed or the spread or quantum of the profit rate over and above our Islamic Base Rate subject at all times the increase shall not cause the total payment to exceed the Bank's Sale Price.
- j) The profit rate offered in the Letter of Offer is subject to mandatory take-up of MRTT. If MRTT is not taken up or rejected by Etiqa Family Takaful Berhad or our panel of takaful company, the standard profit rate will be applicable.

**Note:**

If the Takaful products are not been opted; you may take other insurance product comparable to the above Takaful products separately and we will NOT finance the cost of insurance products into your financing facility.

**12. Do I need to provide guarantor?**

It depends on your credit assessment by us. You may be required to provide a guarantor upon our request.

**13. Can I engage a lawyer who is not listed as the Bank's panel lawyer for legal documentation purpose?**

Not recommended because that legal firm may not be familiar with our documentation requirements and any difficulties in the preparation of documentation will cause delay in disbursement of financing.

**14. Will my information be disclosed to third party?**

Please refer section 5 (Other Details) and section 8 (Declaration) of the financing application.

**15. What are the major risks?**

If your financing is under Variable Rate Financing (VRF), the number of your monthly instalments and instalment amount may change or increase from the prescribed number of instalments in the Letter of Offer according to changes to the reference rate (e.g. movement of IBR). In circumstances where IBR continue to increase, the number of monthly instalments and the instalment amount may increase (\*Except for Commodity Murabahah Contract, the total amount to be collected shall not exceed the Sale Price amount).

If you have problem meeting your financing obligations, please call us early to discuss on the payment alternatives.

However, any reduction of the instalment amount resulting in delay in settlement shall be treated as rescheduling of the facility and reflected in your CCRIS record accordingly.

**16. Can I opt for physical delivery of the commodity, instead? What about the cost involved?**

You may opt for physical delivery of the commodity subject to our terms and conditions. All costs associated with your instruction for physical delivery of the commodity, will be borne by you.

**17. What do I need to do if there are changes to my contact details?**

It is important for you to inform us of any changes in your contact details to ensure that all correspondences reach you in a timely manner. To update your contact details, you may inform us in writing or reach us via one of the following channels: M2U or Home branch.

**18. Where can I get assistance and redress?**

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

**Maybank Islamic Berhad**

ABC Branch

No 123 Jalan ABC 12345 Kuala Lumpur

03-987654321

testing@maybank.com

- 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 counselling and debt/financing restructuring for individuals. You can contact AKPK at:

Tingkat 8, Maju Junction Mail

1001, Jalan Sultan Ismail

50250 Kuala Lumpur

Tel: 03-26167766

[Email: enquiry@akpk.org.my](mailto:enquiry@akpk.org.my)

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

Maybank Group Care Centre (MGCC)

Tel : 1-300-88-6688 (Local)

603-7844-3696 (Overseas)

[Email: mgcc@maybank.com.my](mailto:mgcc@maybank.com.my)

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

Block D, Bank Negara Malaysia

Jalan Dato'Onn

50480 Kuala Lumpur

Tel: 1-300-88-5465

Fax: 03-21741515

[Email: bnmtelelink@bnm.gov.my](mailto:bnmtelelink@bnm.gov.my)

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

Should you require additional information on Islamic property financing, please refer to the bankinginfo booklet on 'House Financing-i', available at all our branches and the 'www.bankinginfo.com.my' website. For further information on other home financing products, you may visit our Maybank or Maybank Islamic website at www.maybank2u.com.my

### 20. Other Home financing packages available

1. Foreign Currency Offshore Property Financing-i (in GBP currency for purchase of London property)
2. My First Home Scheme-i
3. Skim Jaminan Kredit Perumahan-i

### 21. Other Information

1. If the financing tenure extends into retirement, it is importance that applicant(s) of having a plan on how to service the payment after applicant's retirement age
2. The information provided in this disclosure sheet is valid 2 weeks from the date as stated above.
3. The half year or yearly statement shall only be made available through Maybank2u. Be sure to register for Maybank2u.
4. You are reminded to read and understand all contractual terms before you accept and sign the contract.

### 22. Disclaimer

The terms and conditions indicated in this Product Disclosure Sheet are tentative/indicative and not binding on us. The final terms and conditions are as stipulated the Letter of Offer and Facility Agreement after credit assessment and financing approval.

### **IMPORTANT NOTE : YOUR HOUSE MAY BE FORECLOSED IF YOU DO NOT KEEP PAYING INSTALMENTS ON YOUR HOME FINANCING**

The information provided in this disclosure sheet is valid from 29/01/2020 until next revision.

### Customer's acknowledgement

I acknowledge that adequate explanation has been provided by the Bank's officer to me in respect of the salient terms of this document.

Customer 1:

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

IC : \_\_\_\_\_

Customer 2:

Signature : \_\_\_\_\_

Name : \_\_\_\_\_

IC : \_\_\_\_\_