



PRODUCT DISCLOSURE SHEET

Product Name:
Endorsement of Transport Document

(Please read and understand this Product Disclosure Sheet together with the general terms and conditions governing the Endorsement of Transport Document 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?

Endorsement of Transport Document is a service offered by the Bank to facilitate customer to clear goods at the port/airport prior to receiving complete set of import documents by putting an endorsement on the advanced copy of Bill of Lading / Air Waybill.

2. What do I get from this product?

- Enable to take delivery of your goods immediately prior to receiving complete set of import documents from negotiating/remitting bank.
- Allow disposal of your goods without delay to avoid from paying unnecessary storage / demurrage charges.

3. What are my obligations?

- You must submit to the Bank, negotiable Bill of Lading / Air Waybill and copy of invoice.
- Prior to utilization of the facility, you are required to execute:-
 - a. An indemnity letter whereby you will indemnify the Bank for any loss that may be suffered by the Bank if the import documents that been presented to the Bank is defective or with discrepancy(ies); and
 - b. Trust receipt or any form or document which may be required for pre-shipment financing facility.
- You must pay us the commission fee in accordance with the Bank's standard fees and charges.

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>

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?

The Bank may decline your application hence no Advance Endorsement will be issued. Late clearance of goods at the port may incur storage / demurrage charges imposed by the port authority to the importer.

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?

- You will be prohibited from not accepting discrepant documents (if prevail) in view goods have already been collected.
- Unable to take delivery of the cargo at the port before arrival of import documents which will incur storage / demurrage charges.
- Possible losses due to the deteriorating conditions of goods due to late intake of cargo at port.

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

Financial Markets Ombudsman Service (FMOS)
Level 14, Main Block, Menara Takaful Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur
Tel: +603-22722811
Website: <http://www.fmos.org.my>

12. Where can I get further information?

Additional information on Endorsement of Transport Document 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

13. What are other types of guarantee product are available?

- Bank Guarantee
- Shipping Guarantee
- Standby Letter of Credit

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 4 April 2025**.