



## PRODUCT DISCLOSURE SHEET

Product Name:  
**Letter of Credit Collection**

(Please read and understand this Product Disclosure Sheet together with the general terms and conditions governing the Letter of Credit Collection (LCCo) 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?

Letter of Credit Collection (LCCo) is a service provided by us in handling the export documents as required by the credit on behalf of you and present it to the Issuing Bank for payment or acceptance.

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

- Upon receipt of the documents as required under a letter of credit together with payment instruction that addressed to the Issuing Bank, the Bank shall present the documents for the payment to be made by the Issuing Bank in timely manner.
- You may request us to check your documents to avoid dishonour of payment by the Issuing Bank due to discrepant in your presentation.
- Enable you to prepare and resubmit any document which is discrepant before it presented to the Issuing Bank.

### 3. What are my obligations?

- Pay the related service charges i.e., collection commission, courier charges and document checking fee.
- Present a complete and comply set of documents within the period of presentation.

### 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>

No.	Type of Fees and Charges	Quantum
1.	Inward Bills - Usance (LC) <ul style="list-style-type: none"><li>• Acceptance commission (charged upon acceptance)</li></ul>	0.1% per month or part thereof, Min: RM100
2	Checking fee for documents under export LC	Flat: RM100

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 fulfill my obligation?

Not applicable.

### 6. What if I fully settled 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 might be exposed to transit risk associated with the physical movement of the Letter of Credit to and from your good office if you don't subscribe to this service, possibility of Issuing Bank's protest the Letter of Credit received.
- You might be exposed to receipt of non-authenticated Letter of Credit if your customer sends the Letter of Credit directly to you.

## 10. 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 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](http://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](mailto: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](mailto: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  
Telephone: +603-22722811  
Website: <http://www.fmos.org.my>

## 12. Where can I get further information?

Additional information on Letter of Credit Collection 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

## 13. What are other types of Inward Letter of Credit services available?

- Letter of Credit Confirmed
- Letter of Credit Transfer
- Letter of Credit Advising

**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**.