

(Please read and understand this Product Disclosure Sheet together with the general terms and conditions governing the Specific Policy (SP) 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?

Specific Policy (SP) is a credit insurance designed to protect the Participants against risk of non-payment by the Overseas/ Malaysian contract awarder/Buyer. Participants are Malaysian exporters who undertake contract for export/ domestic contract.

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

	Export	Domestic
<b>Percentage Covered</b>	Up to 90% for commercial and non-commercial risks.	
<b>Type of Risk Covered</b>	<p><b>Commercial Risks:</b></p> <ul style="list-style-type: none"> <li>• Buyer insolvency</li> <li>• Payment default by buyer within 6 months of goods delivered and accepted</li> </ul> <p><b>Economic Risks:</b></p> <ul style="list-style-type: none"> <li>• Blockage or delay in payment transfer</li> <li>• Imposition of import restrictions</li> <li>• Cancellation of valid import license</li> </ul> <p><b>Political Risks:</b></p> <ul style="list-style-type: none"> <li>• Occurrence of war, between buyer's country and Malaysia</li> <li>• Occurrence of war, hostilities, revolution or other similar civil disturbances in the buyer's country</li> </ul> <p><b>Unforeseeable Events:</b></p> <ul style="list-style-type: none"> <li>• Any other causes of loss occurring outside Malaysia, which are beyond control of either the exporter or the buyer</li> </ul>	<p><b>Commercial Risks:</b></p> <ul style="list-style-type: none"> <li>• Buyer insolvency</li> <li>• Payment default by buyer within 6 months of goods delivered and accepted</li> </ul> <p><b>Economic Risks:</b></p> <ul style="list-style-type: none"> <li>• Delay in transfer of payments due to currency inconvertibility</li> </ul>
<b>Payment Terms</b>	Irrevocable Letter of Credit ("ILC"), Documents Against Payment ("DP"), Documents Against Acceptance ("DA") and Open Account ("OA").	
<b>Commencement of Cover</b>	The protection starts either from the date of contract or the date of shipment.	
<b>Type of Export/ Contract Covered</b>	<ul style="list-style-type: none"> <li>• One-off contract but may be repetitive in nature project or revolving during the contract period.</li> <li>• Minimum local content of 30% of the contract value.</li> </ul>	One-off contract which may have repetitive shipments and revolving in nature subject to the coverage period being within the contract validity and the loss amount to be within the approved limit or authority whichever is earlier.

## 3. How much do I have to pay for the insurance premium?

Your premium depends on the following criteria;

- Terms of payment
- Market grading
- Market risk
- Credit terms

Please contact our Relationship Manager for more information.

#### 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.	Processing Fee	RM1,000 per application Above fee is not applicable for SME customer.

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?

Your Insurance Policy cannot be enforced. Hence, the business transaction is not covered by us.

#### 6. Can I cancel the Insurance Policy?

You may cancel your policy at any time by giving written notice to us.

#### 7. What will happen to my premium upon cancellation of the policy?

You are entitled for a refund of the premium based on unexpired period of Insurance subject to terms and conditions of the policy.

#### 8. 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.

#### 9. 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 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  
Tel: +603-22722811  
Website: <http://www.fmos.org.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/>

## 10. Where can I get further information?

Additional information on Specific Policy 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

## 11. What are other type of credit insurance products available?

- Bank Letter of Credit Policy
- Bankers Trade Credit Insurance
- Overseas Investment Insurance
- Trade Credit Insurance

**IMPORTANT NOTE: YOU SHOULD READ AND UNDERSTAND THE INSURANCE POLICY AND DISCUSS WITH THE RELATIONSHIP MANAGER FOR MORE INFORMATION. WE SHALL INCUR NO LIABILITY IN THE EVENT THAT YOU FAIL TO MAKE PAYMENT ON PREMIUM CHARGED BY US ON A RESPECTIVE COVERAGE.**

The information provided in this disclosure sheet is **valid as at 4 April 2025**.