

(Please read and understand this Product Disclosure Sheet together with the general terms and conditions governing the Trade Credit Insurance (TCI) 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?

The Trade Credit Insurance provides an "umbrella" cover for exporters/importers who make regular exports/imports to overseas local/buyers on credit up to 180 days. The policy also covers exports directly from the supplier's countries to their destination without passing through Malaysia (third country export).

There are 3 types of TCI cover:

- Export – to insure the risk of non-payment by Overseas Buyers.
- Domestic – to insure the risk of non-payment by Domestic buyers.
- Import – to insure risk of default or non-payment by the Domestic Buyers arising from import trade transactions of strategic goods.

2. What do I get from this product?

	Export	Domestic/Import
Percentage Covered	<ul style="list-style-type: none"> • Commercial Risk – up to 90% • Political & Country Risk – up to 95% 	Up to 90% of loss suffered
Type of Risk Covered	<p>Commercial Risks:</p> <ul style="list-style-type: none"> • Buyer's insolvency • Buyer's payment default • Buyer's failure to accept goods <p>Political & Country Risks:</p> <ul style="list-style-type: none"> • Blockage or delay in the transfer of payment • Imposition of import license • Cancellation of import license • War between Buyer's country and Malaysia • Default by Government Buyer 	<p>Commercial Risks:</p> <ul style="list-style-type: none"> • Buyer/Issuing Bank's insolvency • Payment default
Policy Period	The Policy is issued for 12 months and renewable on yearly basis.	
Commencement of Cover	Risk exposure commence when the goods are shipped to Overseas Buyer.	Risk exposure commence upon the acceptance of the goods to Domestic Buyer.
Credit Terms	Maximum up to 180 days.	
Payment Terms	Irrevocable Letter of Credit (ILC), Documents Against Payment (DP), Documents Against Acceptance (DA) and Open Account (OA).	

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

Your premium depends on the following criteria;

- Terms of payment
- Market grading
- Trading and claim experience
- Whole turnover or selective policy

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.	<u>Export</u> <ul style="list-style-type: none"> • Credit Limit Application (CLA) Fee • Annual Review of Buyer • Initial Fee • Renewal Fee 	<ul style="list-style-type: none"> • RM250 per buyer • RM250 per buyer • RM250 – If the participant has paid under TCI (Export), no charges will be imposed under TCI (domestic). • RM100 – If the participant has paid under TCI (Export), no charges will be imposed under TCI (domestic).
2.	<u>Domestic/Import</u> <ul style="list-style-type: none"> • Credit Limit Application (CLA) Fee • Annual Review of Buyer • Initial Fee • Renewal Fee 	<ul style="list-style-type: none"> • RM50 per buyer • RM50 per buyer • RM250 – If the participant has paid under TCI (Export), no charges will be imposed under TCI (domestic). • RM100 – If the participant has paid under TCI (Export), no charges will be imposed under TCI (domestic).

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

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 Takafu Malaysia,
No. 4, Jalan Sultan Sulaiman,
50000 Kuala Lumpur
Tel: +603-22722811
Website: <http://www.fmos.org.my>

10. Where can I get further information?

Additional information on Trade Credit Insurance 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
Fax: +603-26012469

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

- Bank Letter of Credit Policy
- Bankers Trade Credit Insurance
- Specific Policy
- Overseas Investment 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**.