

# Memorandum

**To:** All Branch Managers

**From:** Central Credit Department

**Date:** 21<sup>st</sup> Nov 2024

**Subject:** New Mechanism for Timely Release of Vehicle CRs

In light of recent concerns raised regarding the delay in releasing Vehicle CRs against term Securitize loan facilities with pledge of Vehicle CRs, and following the CEO's directive to address the issue effectively, we have developed a streamlined mechanism to expedite the process and improve overall efficiency.

## **New Process for Vehicle CR Release:**

### **1. Branch Notification:**

- ✓ Upon receiving a request from the customer for the release of the Vehicle CR, the respective branch must notify the **Central Administration Department (CAD)** via email at [CAD@lcbfinance.net](mailto:CAD@lcbfinance.net).
- ✓ The email must include the necessary details of the Vehicle CR to be released, including the customer name, loan details, and any other relevant information to ensure clarity.

### **2. Approval Submission:**

- ✓ The branch must obtain the **necessary approvals** for the CR release from the relevant authority.
- ✓ The **original approval document** should be submitted to the **Central Credit Department (Central Administration)** as soon as it is obtained.

### **3. Release of CR:**

- ✓ Once the **original approval document** is received by the Credit Administration Department, the **CAD staff is required to release the Vehicle CR to the branch within 24 hours**.
- ✓ This timeline will ensure a swift handover of the Vehicle CR back to the branch, meeting the customer's needs in a timely manner.

### **4. Credit Department Responsibility:**

- ✓ It is imperative that the **Credit Department** submits the **original Vehicle CR to the branch within 48 hours** of receiving the notification email from the branch subject to receipt of original approval within 24 hours from the customer's request. This is a critical aspect of ensuring minimal delays.

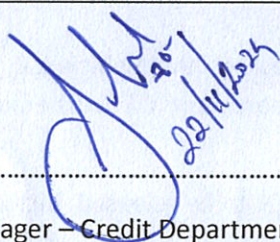


### Key Takeaways:

- ✓ The process now includes a well-defined and efficient flow of communication between the branch and the Central Credit Department.
- ✓ The 24-hour release time from the Credit Administration Department upon receipt of the approval document ensures quicker turnaround.
- ✓ The overall timeline for submitting the original CR is capped at 48 hours, ensuring accountability.

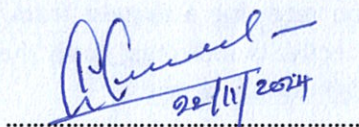
This new mechanism is designed to address the customer's concerns and ensure that the release of the Vehicle CR is handled in a timely and efficient manner. We appreciate your cooperation in adhering to this new procedure, which will be effective immediately.

### Proposed & Recommended By



22/11/2024

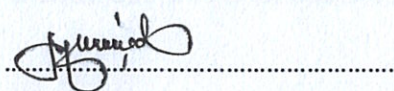
Manager – Credit Department



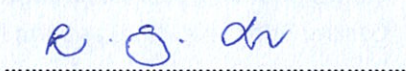
22/11/2024

Senior Manager – Credit Department

### Approved By



DGM-Credit



Chief Executive Officer/Executive Director