**PROCEDURE**

**PERSONAL FINANCING (PF)   
SALES & MARKETING**

MBD-PFP-P01

Version 1.0

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# RECORD OF REVISION

| **Page** | **Revision No.** | **DCN No.** | **Description** | **Approved By** | **Effective Date** |
| --- | --- | --- | --- | --- | --- |
| 1-13 | 0 | MBD-15/55 | Original Issue. | MD | 12 Aug 2015 |
| 15-51  52  - | 1.0 | MBD-17/61 | To incorporate the following processes:   * New Campaign with New / Existing or Variation to Terms & Conditions. * AEON i-Cash Personal Financing – Online Application * AEON i-Cash Employee Personal Financing – Applicable for ACSM Employee. * AEON i-Cash Personal Financing - Cancellation Before Sales * AEON i-Cash Personal Financing - Cancellation After Sales. * AEON i-Cash Personal Financing - Cancellation (Exceptional Handling – Before Sales). * AEON i-Cash Personal Financing - Cancellation (Exceptional Handling - After Sales).   To revise the process of AEON i-Cash Personal Financing – Walk-in Customer.  To revise Clause 7.0: Authority Matrix and to align as per Company Authority Procedure (QIM-CAR-P01).  To incorporate the following appendices:   * Appendix 1: Documents Requirement- Salary * Appendix 2: Documents Requirement- Self – Employed * Appendix 3: Sample of Workflow Request on PF Cancellation due to System Error. | Division Head | 26 Oct 2017 |

# PURPOSE

* 1. The procedure serves to establish comprehensive guidance on sales and marketing for Personal Financing (PF) in AEON Credit Service (M) Berhad (the Company).

# SCOPE

* 1. The procedure set out in this document shall be complied with by all staff based on the responsibilities identified. Non-compliance with the requirements set out in this document shall be deemed as a breach of discipline that can lead up to dismissal.
  2. Personal Financing Department (MBD) being the owner of the document is responsible to ensure this procedure is updated and revised accordingly when there is any change in regulations or business process.
  3. The procedure covers the following processes:

1. New Campaign with New / Existing or Variation to Terms & Conditions.
2. AEON i-Cash Personal Financing – Walk in Customer
3. AEON i-Cash Personal Financing – Online Application
4. AEON i-Cash Employee Personal Financing – Applicable for ACSM Employee
5. AEON i-Cash Personal Financing Cancellation (Before Sales)
6. AEON i-Cash Personal Financing Cancellation (After Sales – Pending/Reject Disbursement)
7. AEON i-Cash Personal Financing Cancellation (Before Sales) - Exceptional Handling due to System Error)
8. AEON i-Cash Personal Financing Cancellation (After Sales) - Exceptional Handling due to System Error)

# REFERENCE

* 1. ISO Standards

| **Standards** | **Related Clauses/Controls** |
| --- | --- |
| Nil | Nil |

* 1. Legal/Compliance Requirement

| **Standards** | **Related Clauses/Controls** |
| --- | --- |
| BNM/RH/GL 000-3 Guidelines on Product Transparency and Disclosure | Clause 8, 9, 11, and 14 |
| BNM/RH/GL 008-19 Personal Financing | Clause 9.4 |
| BNM/RH/GL 000-5 Responsible Financing | Clause 9 |

* 1. JSOX Requirement

|  |  |
| --- | --- |
| **Process Name** | Nil |
| **Accounting Policy** | Nil |
| **Accounting Standard** | Nil |
| **Main System (Enterprise System)** | Nil |
| **Finance & Accounting System** | Nil |

* 1. Related Document

1. Framework / Policy

|  |  |
| --- | --- |
| **Document Code** | **Document Title** |
| COM-AML-A01 | Anti Money Laundering & Counter Financing of Terrorism Policy |
| QIM-DOC-A01 | Document and Data Control Policy |

1. Procedure

|  |  |
| --- | --- |
| **Document Code** | **Document Title** |
| RSD-BSP-P01 | Branch and Service Centre Operation Procedure |
| MBD-CCP-P01 | Credit Card Sales and Marketing Procedure |

1. Manual / Guideline

|  |  |
| --- | --- |
| **Document Code** | **Document Title** |
| Nil | Nil |

1. Forms / Template

| **Document Code** | **Document Title** |
| --- | --- |
| MBD-PFP-F01 | Personal Financing Application Form |
| MBD-PF-F02 | AEON i-Cash Product Disclosure |
| MBD-PF-F02 (b) | AEON i-Cash Product Disclosure (Website Version) |
| MBD-PF-F03 | Personal Financing Statement of Account |
| MBD-PF-F04 | Personal Financing Generic Leaflet |
| MBD-PF-F05 | Verification of Permanent Employment Letter (AEON Group) |
| MBD-PF-F06 | Pre-Contractual Product Disclosure Sheet (Staff Scheme of AEON Group Permanent Employees) |
| MBD-PF-F06a | Consumer Campaign (General) Terms and Conditions |
| MBD-PF-F06b | Consumer Campaign (New Outlet Opening) Terms and Conditions |
| MBD-PF-F06c | Consumer Campaign (Lucky Draw) Terms and Conditions |
| MBD-PFN-F01 | Personal Financing Notification Template |
| HR-SPF-F01 | Staff Personal Financing Scheme |
| CAD-CAP-F03 | CAD Request Form |
| MBD-PFP-F01 | Personal Financing Cancellation Form |
| MBD-TR1-F05 | Autodebit Form |
| MBD-PFP-F02 | Sale & Purchase Agreement |

# DEFINITION OF TERMS

| **Terms** | **Definition** |
| --- | --- |
| New Standard Terms & Condition | Registration of new standard Terms & Condition. |
| Variation to the Standard Terms & Condition | Insertion of details without any changes to existing terms, i.e. title, period/duration, rewards, eligibility and mechanism. |

# ROLES AND RESPONSIBILITIES

| **Roles** | **Responsibilities** |
| --- | --- |
| Relevant Executive Director (ED) | * Approve the Campaign Proposal and Terms & Conditions prior to the campaign for PF. |
| Personal Financing (PF) Head of Department | * Review the campaign proposal (Mechanism, T&C and Budget Allocation). * Develop annual sales & marketing plan, monitor & analyse the PF performance and conduct necessary actions when required. * Ensure all sales staffs have been equipped with product knowledge and related processes involved. |
| Personal Financing (PF) Team | * Conduct market intelligence and survey. * Prepare the campaign proposal (Mechanism, T&C and Budget Allocation). * Provide full support to stakeholders in relation to operations related activities. * Involve in the project related activities which include preparation of the test scripts, test scenarios and perform User Acceptance Test (UAT). |
| Legal, Compliance and Corporate Communication Department | * Review and ensure the terms and conditions for PF are complying with the statutory and regulatory requirements. * Provide recommend for the finalised Terms & Conditions for PF via Workflow Approval. |
| Internal Audit Group (IAG) | * Review the systems established to ensure compliance with those policies, plans, procedures, laws, and regulations which could have a significant impact on operations and reports and whether the organisation is in compliance. * Review operations or programs to ascertain whether results are consistent with established objectives and goals and whether the operations or programs are being carried out as planned. |
| CSU- Sales Staff | * Conduct sale for PF. * Ensure the adequacy of the documents and verify the information for personal financing application. |
| Credit Assessment Group (CAG) | * Conduct assessment and provide a result of customer’s financing application. |
| Finance Group | * Review, verify and perform payment to TT Bank for new disbursement or TT reject cases. |
| Customer Service Unit (CSU) | * Liaise with the customer for financing agreement and Auto-Debit arrangement. * Issue prepaid card and PIN number to the customer (for disbursement of financing via prepaid card). |
| Call Centre Department (CCD) | * Verify with the customer for prepaid card activation (for disbursement of financing via prepaid card). * Establish, handle and update all customer handling procedure with regards to PF. |

# PROCEDURE

## Overview

### **AEON i-Cash Personal Financing**

1. AEON i-Cash Personal Financing is a financing product offered by ACSM to fulfill customer’s personal monetary needs for financing amount. AEON i-Cash Personal Financing is an unsecured financing facility, which is calculated on a fixed profit rate resulting in fixed installment payments throughout the financing tenure. The applicable Shariah concept is Bai Al-Inah concept (sell-buy back with installment payment)
2. Application processes are as follows:

Customer may apply the PF via several channels;

* Walk-in to Counter Service (via e-tablet)
* Direct selling by sales staff
* Telemarketing
* AEON Credit Service Website
* Direct Mail

1. **Application Eligibility**

|  |  |
| --- | --- |
| **Age** | 18 to 65 years old |
| **Nationality** | Malaysian |
| **Employment Status** | * Employed (At least six (6) months in employment), or * Self-Employed |
| **Nett Monthly Income** | Minimum RM800 & above |

1. **Product Features**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Processing Fees** | 4% of the financing amount +6% GST≤RM10,000  2% of the financing amount + 6% GST>RM10,000  Maximum capped at RM400 | | | |
| **Stamp Duty** | RM5 for every RM1,000 financing amount | | | |
| **Interest / Profit Rate** | **Finance Amount** | **AEON**  **Credit Card Members** | **AEON**  **Express Card Members** | **Non Card Members** |
| RM1,000 to RM10,000 | 1.2% per month | 1.2% per month | 1.5% per month |
| RM10,001 to RM100,000 | 0.8% per month | 0.84% per month | 0.84% per month |
| **Finance Tenure**  **(Nett Income)** | RM800-RM2,000 (MIN - 6 months & MAX - 60 months)  RM2,001 & above (MIN- 6months) & MAX - 84 months) | | | |

1. **Documentation Requirement**
2. **Personal Financing Application Form**

* Must be complete and duly signed by the Applicant.
* Exception*: Telemarketing Applications / E-Form.*

1. **Proof of Identification**

* Clear copy of MyKad/ MyTentera/ MyPolis (front and back side).
* Employment Pass/ Work Permit (\*Applicant who work outside Malaysia)
  + Singapore: Clear, readable and valid copy of R, S or Employment Pass
  + Brunei: Clear, readable and valid copy of Working Permit

1. **Income Documents**

* Refer to **latest requirement issued by CPR or *Appendix 1: Documents Requirement - Salary* and *Appendix 2: Documents Requirement- Self – Employed* – in this procedure).**

***Note: EPF Statement generated at any EPF kiosks or counter is permissible.***

* If there’s an indication that an EPF Statement is Original Sighted by other Institution, the EPF Statement **can’t be accepted**.
* EPF Statement generated **via EPF website can’t be accepted**.

1. **Please refer Branch and Service Centre Operations Procedure ( RSD-BSP-P01)**

* Section 6.5 Sales and Purchase Agreement Signing & Stamping Handling
* Section 6.6 Document Management Control
* Section 6.9 Customer Data Handling

### **AEON i-Cash Personal Financing – AEON Group**

1. AEON i-Cash Personal Financing - AEON Group is a financing product offered by the Company to the permanent employees of AEON Group Staff which is calculated on 0.5% per month (or 6% per year).
   * + AEON CO. (M) Berhad
     + AEON BIG (M) Sdn Bhd
     + AEON Global SCM Malaysia Sdn Bhd
     + AEON Index Living Sdn Bhd
     + AEON Delight (M) Sdn Bhd
     + AEON Fantasy (M) Sdn Bhd
     + AEON TopValu (M) Sdn Bhd
     + AEON Asia Sdn Bhd
2. **Application Eligibility**

|  |  |
| --- | --- |
| **Age** | 18 to 65 years old |
| **Nationality** | Malaysian |
| **Employment Status** | * Permanent Employee * Employed (At least six (6) months in employment) |

1. **Product Features**

|  |  |
| --- | --- |
| **Finance Amount** | RM1,000-RM100,000 |
| **Profit Rates** | 0.50% per month , or |
| 6.0 % per annum |
| **Tenure** | 6 to 60 months |
| **Processing Fees** | Waived |
| **Stamp Duty** | 0.50% of the approved financing amount |
| **Repayment Mode** | Auto-debit from salary account |

1. **Document Requirement**

* Photocopy of NRIC (Front & Back)
* Verification of Employment Letter (AEON Group)
* EPF Statement (advise to print at ACS counter or Kiosk) or
* Latest 3 months Salary Slip or
* Bank Statement Salary Crediting(for verification purposes)

### **AEON i-Cash Employee Personal Financing**

1. AEON i-Cash Employee Personal Financing is a financing product offered to the employee AEON Credit Service (M) Berhad who are in the employment of the company for at least six (6) months after confirmation of the employment by the company.
2. **Application Eligibility**

|  |  |
| --- | --- |
| **Employment Status** | Employee who are in the employment of the Company for at least six (6) months after confirmation of employment by the company |
| However, the management may consider application outside the above criteria on case-to case basis |
| Employees who wish to apply Personal Loan can refer to HR section for form and procedures |

1. **Product Features**

|  |  |
| --- | --- |
| **Finance Amount** | RM 2,000 – RM 15,000 |
| **Tenure** | 6 to 30 months |
| **Profit Rate** | 0.40% per month(flat base rate)/yearly 4.8% |
| **Processing Fee** | Waived |
| **Repayment Mode** | Salary Deduction |

1. **Document Requirements**

* Copy of NRIC (Front & back)
* Personal Financing Application Form
* Personal Financing Scheme Consent Form

## New Campaign with New / Existing or Variation to Terms and Conditions

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT / Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Conduct market intelligence and survey. | PF Team | Based on project scale / management instruction | * Campaign Proposal | * To study on industry reports, market data on websites and gather competitive intelligence to keep track of competitor’s activity. * Refer to ***Credit Card Sales and Marketing Procedure (MBD-CCP-P01)*** |
| 2. | Identify the potential market penetration and conduct brainstorming session with the department to identify the potential campaign and new channel development. | N/A |
| 3. | Discuss on the proposed campaign proposal.  *Note: The Campaign proposal shall include at least purpose, background, campaign period, eligibility, campaign mechanics, budget allocation and profit projection.* | N/A |
| 4. | Prepare and submit the campaign proposal to Head of PF and seek concurrence. | * Email * Campaign Proposal | To ensure the proposal is complied with the statutory and regulatory requirements. |
| 5. | Review proposed campaign proposal.  In order?   |  |  | | --- | --- | | **If…** | **Then…** | | Yes | Proceed to step 7 | | No | Proceed to step 6 | | Head of PF | Based on project scale / management instruction | * Email * Campaign Proposal | N/A |
| 6. | Revise the proposed campaign proposal. Return to step 5. | PF Team | N/A |
| 7. | Raise approval request via Workflow.  Approved?   |  |  | | --- | --- | | **If…** | **Then…** | | Yes | Proceed to step 9 | | Request More | Proceed to step 8 | | No | The process ends here | | PF Team | * Workflow | * The authority matrix shall be in accordance with Company Authority Procedure (QIM-CAR-P01). * Head of PF (relevant product Head and Marketing) before routing it to ED(s) for recommendation or approval. Refer to Company Authority Procedure on “Sales & Marketing”. Only recommended proposal will be routed to Executive Director (ED) Sales & Marketing and Executive Director (ED) Corporate Governance for final approval. * Approval request should be resubmitted if any amendment on the T&C is required after the final has been granted. |
| 8. | Amend the campaign proposal and provide requested information (if any). Return to step 7. | PF Team | Based on project scale / management instruction | * Workflow | PF Team should ensure complete information is provided upon resubmission. |
| 9. | Identify type of T&C to be used for the campaign.  Type of T&C?   |  |  | | --- | --- | | If… | Then… | | New / Revise existing T&C | Proceed to step 10 | | Variation to T&C | Proceed to step 12 | | Existing T&C | Proceed to step 18 | |  | * T&C Proposal | N/A |
| 10. | Prepare and submit the proposed T&C to Head of PF. | PF Team | Based on project scale / management instruction | * T&C Proposal * Email | N/A |
| 11. | Review the proposed T&C.  In order?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 17 | | No | Return to step 10 | | Head of PF | N/A |
| 12. | Submit proposed T&C to Legal, Compliance and Corporate Communication Department for review. | PF Team | N/A |
| 13. | Review on the proposed campaign T&C and notify PF department if there are any changes on the T&C.  In order?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 15 | | No | Proceed to step 14 | | Legal, Compliance and Corporate Communication Department | * Legal, Compliance and Corporate Communication Department’s review on the T&C is compulsory. * The campaign can only be launched once the T&C is agreed by Legal Department*.* |
| 14. | Revise proposed T&C as per feedback /comment received. Return to step 7. | PF Team | Based on project scale / management instruction | * Email * T&C Proposal | PF Team should ensure complete information is provided upon resubmission |
| 15. | Raise approval request on the finalised T&C.  Approved?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 17 | | Request More | Proceed to step 16 | | No | The process ends here | | * T&C Proposal * Workflow | The authority matrix shall be in accordance with Company Authority Procedure (QIM-CAR-P01). |
| 16. | Amend the T&C proposal and/or provide requested information (if any). | * T&C Proposal * Workflow | PF Team should ensure complete information is provided upon resubmission**.** |
| 17. | Submit DCR form to Organisational Policy Procedure (OPP) Section for registration of new T&C if it differs from the Standard T&C registered. | * DCR Form * Draft T&C | N/A |
| 18. | Raise Internal Memo and obtain signed off from Head of PF or Executive Director (ED) of Sales & Marketing.  *Note: Internal Memo shall be sent to CSU Sales & Operations staff, CSU Unit, Regional Office Group, Regional Support, CCD, Finance, HR, Advertising & Promotion Department.* | * Internal Memo | The sign-off shall be obtained from Head of PF / Executive Director (ED) Sales & Marketing. |
| 19. | Liaise with Advertising & Promotion Department (A&P) on the content of the design, printing leaflets, gifts and delivery of the promotional items to branches and respective channels. | * Email * Promotion material | The advertisement and promotion materials should be clear, fair and not misleading.  Refer to ***Credit Card Sales and Marketing Procedure (MBD-CCP-P01)****.* |
| 20. | Send communication to the respective branches and channels on the new campaign execution.  *Note: The Internal Memo shall be attached together with the communication email.* | PF Team | Based on project scale / management instruction | * Email * Internal Memo * T&C | N/A |

## AEON i-Cash Personal Financing - Walk-in Customer

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Receive i-Cash Personal Financing Application Form and supporting documents from customer.  *Note: Exception on Telemarketing Applications/E-Form.* | CSU - Sales Staff | N/A) | * Personal Financing Application Form * Supporting Documents ***(Refer to latest requirement issued by CPR or Appendix 8.2 in this procedure)*** | * If the customer details are amended, CSU-Sales Staff to ensure customer signed on the amended application form. * Alteration of customer signature is prohibited. CSU-Sales Staff shall request customer to sign on the new Personal Application Form. |
| 2. | Check on the completeness of the application form and supporting documents.  Complete?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 4 | | No | Proceed to step 3 | | * Personal Financing Application Form * Income Documents * Photocopy of customer NRIC (front and back) | * The original copy of the documents should be sighted by sales staff. The copies of the documents should be indicated with ‘original sighted’ and the sales staff’s details (e.g. signature, name and ID number). * For documents which are received through electronics medium (e.g. fax, e-mail, etc) the copies of the documents should be indicated with the receiving source (e.g. via fax / e-mail / etc). * Decline application handling:   + The hardcopy of decline application will be kept three (3) months prior to disposal.   + Disposal of record after its retention period should be performed in accordance to Control of Documented Information Procedure (QIM-DOC-P01) |
| 3. | Request customer to submit incomplete supporting documents.  Return to step 2. | CSU - Sales Staff | N/A | * The required incomplete supporting document | The application with inadequate / incomplete documents should be securely retained (kept in the locked cabinet) for three (3) months from the application date and should be disposed later.  Refer to ***Credit Card Sales and Marketing Procedure (MBD-CCP-P01)****.* |
| 4. | Scan and submit the document to CAG for checking and verification. | * Document Management System (DMS) * CRM | Exceptional case if photocopy of customer NRIC is unclear, Sales Staff will resubmit via email. |
| 5. | Perform assessment on the financing application.  *Note: Additional documents and information may be requested during credit evaluation process.* | CAG | As per latest approved Key Result Area / Strategic Action Plan (KRA/SAP) for end-to-end TAT on personal financing (FP) Application Processing (subject to the completeness of application and supporting documents. | * Document Management System (DMS) * AS400 | N/A |
| 6. | Send assessment result via SMS to the customer on the approved/rejected application.  ***Note: For approved application, customer will receive SMS requesting them to walk in to the nearest AEON Counter Service for Agreement signing.*** | * SMS | N/A |
| 7. | Request customer to present NRIC and Account Information.  ***Note: Account Information are as follows:***   * ***Bank Passbook or*** * ***Bank Statement showing name & Account number with transactions or Bank Confirmation Letter with a stamp and bank officer signature.*** | CSU-Sales Staff | N/A | * NRIC * Account Information | N/A |
| 8. | Perform bio-metric verification.  Successful?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 9 | | No | The process ends here | | CSU-Sales Staff | N/A | * MyKad Reader device * NRIC | N/A |
| 9. | Prepare S&P Agreement and notify customer on the key features of the financing facilities and the associated obligations prior to the signing Agreement.  Customer agreed?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 11 | | No | Proceed to step 10 |   *Note:*   * *Validity of the approval cases is up to three (3) months from the approval date.* * *Once exceeded the validity period and yet to disbursed, the claim considered lapse.* * *Expired approval case will require customer to resubmit the latest documents and should reassessed by CAG.* | N/A | * AS400 * S&P Agreement | N/A |
| 10. | Proceed with cancellation. The process ends here. | N/A |
| 11. | Request customer to sign the S&P Agreement, fill up and sign the Auto-Debit Form for submission to PD. | CSU-Sales Staff |  | * S&P Agreement * Auto Debit Form | * CSU Sales staff to confirm sales confirmation. * Auto Debit Form Requirement: * Ensure the completeness of Auto Debit Form. * Ensure the customer’s name matched with Agreement Name & Auto Debit Form. * Ensure the Salary Bank account number matched with Auto Debit Form. * Ensure customer signature on the Auto Debit Form matched with the bank specimen. |
| 12. | Request customer to choose the disbursement option.  Successful?   |  |  | | --- | --- | | If… | Then… | | Credit into customer’s bank account | Proceed to step 13. | | Cash (via Prepaid Card) | Proceed to step 14 | | CSU-Sales Staff | N/A | N/A | N/A |
| 13. | Request customer to provide the copy of bank passport or bank account.  The process ends here.  *Note: Ensure the customer name and NRIC matched with the bank statement/bank passbook* |  | * Copy of bank passport or bank account * AS400 | * Finance will perform disbursement via TT to customer bank account as per customer instruction |
| 14. | Issue prepaid card and PIN to the customer. | * Prepaid Card with PIN | * For new customer, CSU staff (checker) will issue Prepaid Card to the customer and insert the disbursement amount in the system (as per customer instruction). * CSU staff (maker) will perform confirmation on the disbursement amount. * CSU staff will release the Prepaid card to customer * Request customer to perform card activation via: * CCD * Website * SMS * Upon card activation, request customer to change the PIN at ATM |

## AEON i-Cash Personal Financing - Online Application

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Receive AEON i-Cash Personal Financing Online Application and supporting documents.  *Note:*   * *Upon submission of online application, customer will received email confirmation and reference number.* * *The application will be routed to CAG for assessment.* | AEON Group Staff | As and when required | * Online Application Form via Website (NRIC, Latest EPF Statement/Salary Slip, Letter of Employment – Applicable for AEON Group Staff Only). * Email * AS400 * LOS | * New & existing customer apply the PF via AEON Credit Service website channel (e-application) [*https://www.aeoncredit.com.my/*](https://www.aeoncredit.com.my/aeon-staff)*application-forms/personal -financing* * AEON Staff Group must apply the PF via AEON Credit Service website channel (e-application) [*https://www.aeoncredit.com.my/aeon-staff*](https://www.aeoncredit.com.my/aeon-staff) |
| 2. | Perform assessment on the financing application.  *Note:*   * *Additional documents and information may be requested during credit evaluation process*. * *The assessment result (approved/rejected application) will be sent to customer via SMS.* * *For approved application, customer is required to walk in to the nearest AEON Counter Service for Signing of Agreement.* | CAG | As per latest approved Key Result Area / Strategic Action Plan (KRA/SAP) for end-to-end TAT on personal financing (FP) Application Processing (subject to the completeness of application and supporting documents | * AS400 * LOS * SMS | N/A |
| 3. | Send assessment result via SMS to the customer/staff on the approved/rejected application.  *Note: For approved application, the SMS will request customer/staff to walk-in to the nearest AEON Counter Service for Agreement signing.* | CAG | As per latest approved Key Result Area / Strategic Action Plan (KRA/SAP) for end-to-end TAT on personal financing (FP) Application Processing (subject to the completeness of application and supporting documents | * SMS | N/A |
| 4. | Request customer/staff to present NRIC and Account Information.  *Note: Account Information are as follows:*   * ***Bank Passbook or*** * ***Bank Statement showing name & Account number with transactions or*** * ***Bank Confirmation Letter with a stamp and bank officer signature.*** | CSU-Sales Staff | N/A | * NRIC * Account Information | N/A |
| 5. | Perform bio-metric verification. | N/A | * MyKad Reader | N/A |
| 6. | Prepare the S&P Agreement and notify customer/staff on the key features of the financing facilities and the associated obligations prior to the signing agreement.  Customer agreed?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 8 | | No | Proceed to step 7 |   *Note:*   * *Validity of the approval cases is up to 3months from the approval date.* * *Once exceeded the validity period and yet to disbursed, the claim considered lapse.* * *Expired approval case will require customer to resubmit the latest documents and should reassessed by CAG.* | CSU-Sales Staff | N/A | * AS400 * S&P Agreement | CSU-Sales Staff to advise customer/staff on the key features and Terms & Conditions (T&C) of the financing facilities before signing the Sale & Purchase Agreement (S&P). |
| 7. | Proceed with cancellation. The process ends here. | N/A | * AS400 | N/A |
| 8. | Request customer/staff to sign S&P Agreement, fill up and sign the Auto-Debit Form. | N/A | * S&P Agreement * Auto-Debit Form | * CSU Sales staff to confirm sales confirmation. * Auto Debit Form Requirement: * Ensure the completeness of Auto Debit Form. * Ensure the customer’s name matched with Agreement Name & Auto Debit Form. * Ensure the Salary Bank account number matched with Auto Debit Form. * Ensure customer signature on the Auto Debit Form matched with the bank specimen. |
| 9. | Request customer/staff to choose the disbursement option.  Successful?   |  |  | | --- | --- | | If… | Then… | | Credit into customer’s/staff’s bank account | Proceed to step 9 | | Cash (via Prepaid Card) | Proceed to step 10 | | CSU-Sales Staff | N/A | N/A | N/A |
| 10. | Request customer/staff to provide the copy of bank passport or bank account.  *Note: Finance will perform disbursement to customer via TT to customer bank account (as per customer instruction).* | CSU-Sales Staff | * AS400 | N/A |
| 11. | Issue prepaid card and PIN to the customer/staff. | * Prepaid Card with PIN | * For new customer, CSU staff (checker) will issue Prepaid Card to the customer and input the disbursement amount in the system (as per customer instruction). * CSU staff (maker) will perform confirmation on the disbursement amount. * CSU staff will release the Prepaid card to customer * Request customer to perform card activation via: * CCD * Website * SMS * Upon card activation, request customer to change the PIN at ATM |

## AEON i-Cash Employee Personal Financing – Applicable for ACSM Employee

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Receive AEON i-Cash Employee Personal Financing Application Form. | HRMG | As and when required | * Personal Financing Application Form | N/A |
| 2. | Check on the completeness of the application form and supporting documents.  Approved?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 4 | | No | Proceed to step 3 | | N/A | N/A |
| 3. | Request staff to resubmit the application form or required supporting documents. | N/A | N/A |
| 4. | Submit the document to CAG for checking and verification. | N/A | * Personal Financing Application Form * AS400 | N/A |
| 5. | Perform data entry and assessment. | CAG | N/A | N/A |
| 6. | Send assessment result via SMS to the AEON staff on the approved/rejected application.  *Note: For approved case, staff is required to walk in to the nearest AEON Counter Service for Agreement signing.* | N/A | * SMS | N/A |
| 7. | Request AEON staff to present NRIC. | CSU- Sales Staff | N/A | N/A | N/A |
| 8. | Perform bio-metric verification.  Successful?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 9 | | No | The process ends here | | N/A | * MyKad Reader | N/A |
| 9. | Prepare S&P Agreement and notify the AEON staff on the key features of the financing facilities and the associated obligations prior to the signing agreement.  Employee agreed?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 11 | | No | Proceed to step 10 | | * AS400 * S&P Agreement | N/A |
| 10. | Proceed with cancellation. The process ends here. | N/A |
| 11. | Request AEON employee to sign the S&P Agreement. | N/A |
| 12. | Issue prepaid card and PIN to the staff.  ***Note: Disbursement of funds will be via prepaid card.*** | * Prepaid card | * CSU staff (checker) will issue Prepaid Card to the staff and input the disbursement amount * CSU staff (maker) will perform confirmation on the disbursement amount. * CSU staff will release the Prepaid card to the AEON staff * Request staff to perform card activation via: * CCD * Website * SMS * Upon card activation, request staff to change the PIN at ATM |

## AEON i-Cash Financing Personal Financing Cancellation (Before Sales)

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Receive cancellation request from customer and check status via AS400. | CSU-Sales Staff | As and when required | * AS400 | N/A |
| 2. | Perform bio-metric verification.  In order?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 3 | | No | The process ends here | | N/A | * MyKad Reader | N/A |
| 3. | Request customer to fill up and sign the CAD Request Form (CAD-CAP-F03). | * CAD Request Form (CAD-CAP-F03) | N/A |
| 4. | Ensure the document is complete and duly signed by the customer.  Complete?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 6 | | No | Return to step 3 | | N/A |
| 5. | Request customer to complete the CAD Request Form (CAD-CAP-F03). Return to step 4. | CSU-Sales Staff | N/A | * CAD Request Form (CAD-CAP-F03) | N/A |
| 6. | Submit documents to CAG for cancellation process via DMS. | * CAD Request Form (CAD-CAP-F03) * Photocopy of customer’s IC * Document Management System (DMS) | N/A |
| 7. | Perform checking and proceed with cancellation. | CAG | N/A | * AS400 | N/A |

## AEON i-Cash Personal Financing Cancellation (After Sales – Pending/Reject Disbursement)

### Process Flow



### Process Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| 1. | Receive cancellation request from customer. | CSU-Sales Staff | As and when required | * Personal Financing Application form | N/A |
| 2. | Perform checking on the customer account status via AS400.  Valid for cancellation?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 3 | | No | The process ends here | | N/A | * Personal Financing Application Form * AS400 | N/A |
| 3. | Raise approval request for cancellation via Workflow. | N/A | * Workflow | The approver level shall be in accordance with the Company Authority Matrix. |
| 4. | Submit document and approval to PD for agreement cancellation via DMS/email.  *Note: PD will be able to perform cancellation on Personal Financing when current status changes to “Active Current.”* | N/A | * Copy of approval via Workflow * Document Management System (DMS) * Email | N/A |

### Process Requirements

1. Documents Requirements (Cancellation Before Sales)
   * + 1. CAD Request Form
       2. Photocopy of customer NRIC
2. Document Requirements (Early Settlement) – ***Refer to Branch & Service Centre Operation Procedure (RSD-BSP-P01) – Clause 6.1.7 Early Loan Settlement Request***
3. Customer Agreement
4. Personal Financing Cancellation Form
5. Photocopy of customer NRIC
6. MOR/Payment Slip (payment via bank in)
7. S& P Report
8. Documents Requirements (Pending /Reject Disbursement)
9. Customer Agreement
10. Personal Financing Cancellation Form
11. Photocopy of customer NRIC
12. S& P Report
13. Resend Disbursement (TT Reject)
14. Resend disbursement will be made by Finance department due to disbursement failed to credit the amount into customer’s savings bank account based on reason as below:
    * Invalid Individual ID number
    * Invalid Account Number.
    * Unable to locate account number
    * IC Not Matched
    * Account Frozen
    * Account Not Active/Close
15. CSU should track and monitor the reject list as the menu is ready in their Counter Service Menu under PF Process Menu Option 21 – TT Reject inquiry.
16. CSU should obtain new documents from customer to do maintenance for Re- send Disbursement. Required documents should be based on the rejection reason.
17. CSU should complete the CAD Request Form to request updating the customer’s information and maintaining customer’s account. The required documents are as follows:
    * Customer IC / Police / Military ID / Passport
    * Customer Passbook (updated) or Bank statement
18. CSU should raise the request to CAG to update and maintain the customer account for re-send.
19. Finance Department should run the re-send list (TT reject) and provide confirmation on daily basis in order to make payment to the customer.

## AEON i-Cash Personal Financing Cancellation (Before Sales - Exceptional Handling due to System Error)

### Process Flow



### Process Details

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| 1. | Detect system error during processing the S&P (i.e S&P was wrongly generated, processing fees was not computed and etc) | CSU-Sales Staff/ PF Team | As and when required | * AS400 | N/A |
| 2. | Perform checking on the customer account status via AS400.  Valid for cancellation?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 3 | | No | The process ends here | | N/A | * CAD Request Form * AS400 | N/A |
| 3. | Fill up the CAD Request Form (CAD-CAP-F03). | N/A | * CAD Request Form | * To ensure the document is complete and signed. * The approver level shall be in accordance with the Company Authority Matrix. |
| 4. | Submit documents for cancellation to CAG. | N/A | * CAD Request Form * Email | N/A |
| 5. | Receive documents from CSU and proceed with cancellation if sales yet to be confirmed. | CAG | N/A | * AS400 | Please clarify ‘cancellation – sales yet to be confirmed’. |
| 6. | Re-input the case and notify the CSU Sales staff. | N/A | * AS400 | N/A |

## AEON i-Cash Personal Financing Cancellation (After Sales - Exceptional Handling due to System Error)

### Process Flow



### Process Details

| **Step** | **Description** | **PIC** | **TAT/Frequency** | **Records / System** | **Key Control** |
| --- | --- | --- | --- | --- | --- |
| 1. | Detect system error during processing the S&P (i.e S&P was wrongly generated, processing fees was not computed and etc) | CSU-Sales Staff / PF Team | As and when required | * AS400 | N/A |
| 2. | Perform checking on the customer account status via AS400.  Valid for cancellation?   |  |  | | --- | --- | | If… | Then… | | Yes | Proceed to step 3 | | No | The process ends here | | N/A | * Personal Financing Cancellation Form * AS400 | N/A |
| 3. | Notify PF Team, Finance, CAG, PD and ITG on the system error and request Finance to hold the payment.  *Note: CSU Sales staff is to ensure no submission for LHDN stamping for this agreement.* | N/A | * Personal Financing Cancellation Form * email | N/A |
| 4. | Fill up the Personal Financing Cancellation Form. | N/A | * Personal Financing Cancellation Form | * The approver level shall be in accordance with the Company Authority Matrix. * To ensure the Personal Financing Cancellation Form is completed and signed. |
| 5. | Raise approval request for cancellation via Workflow.  *Note:*  *Perform the following:*  *Request Type : Company Authorisation*  *Rules Category : Corporate Decision Strategy/Entering into Agreement/Termination or variation of agreement/Standard Agreement with customers for product offered (e.g PF S&P etc)* | CSU-Sales Staff / PF Team | N/A | * Personal Financing Cancellation Form * Workflow | The approver level shall be in accordance with the Company Authority Matrix. |
| 6. | Submit the document to PD for cancellation.  *Note: PD will be able to perform cancellation on Personal Financing when current status changes to ‘Active Current”* | N/A | * AS400 * Email | N/A |
| 7. | Inform CAG to re-input the case. | N/A | * AS400 | N/A |
| 8. | Re-input the case and notify the CSU Sales staff. | CAG | N/A | * AS400 | N/A |

# AUTHORITY MATRIX

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **No.** | **Process** | **Reviewer** | **Recommender** | **Approval** | **Reporting to** |
| 1. | Campaign Term & Conditions for Cmpaign / Promotions   1. Registration / revision of standard T&C | * Respective Products Head * Head of Compliance * Head of Risk Management * Legal * Corporate Comm. | - | * Division Head, Sales & Marketing * Division Head, Corporate   (new changes, QIM to update Company Authority Procedure) | - |
| 1. Variation to the standard T&C  * Campaign / promotion period * Campaign / promotion eligibility   Campaign / promotion mechanism | * Head of Compliance * Head of Risk Management * Legal * Corporate Comm. | - | * Respective Product Heads   (new changes, QIM to update Company Authority Procedure | - |

{End of Procedure}

# APPENDIX

## Appendix 1: Documents Requirement- Salary

**Fixed Income Earner**

|  |  |  |
| --- | --- | --- |
| **Location** | **Convincing** | **Unconvincing** |
| Work in Malaysia | Minimum latest **one (1)** month pay slip within **three (3)** months from date of application**; or**  Latest EPF Statement | Minimum latest **one (1)** month pay slip within **three (3)** months from date of application; **and**  Any **one (1)** of the following; ranked in priority:   * Latest EPF Statement; **or** * Latest **one (1)** month Salary Crediting Bank Statement; **or** * Latest EA Form**; or** * Latest tax return with IRB receipt. |
| Work In Singapore | Minimum latest **one (1)** month pay slip within **three (3)** months from date of application; **or** Latest CPF Statement | Minimum latest **one (1)** month pay slip within **three (3)** months from date of application; **and**  Latest CPF Statement |

**Variable Income Earner – Non Commission Earner**

|  |  |  |
| --- | --- | --- |
| **Location** | **Convincing** | **Non-Convincing** |
| Work in Malaysia | Minimum latest **three (3)** months pay slip; **or**  Latest EPF Statement | Minimum latest **three (3)** months pay slip; **and**  Any **one (1)** of the following; ranked in priority:   * Latest EPF Statement; **or** * Latest **three (3)** months Salary Crediting Bank Statement; **or** * Latest EA From**; or** * Latest tax return with IRB receipt. |
| Work In Singapore | Minimum latest **three (3)** months pay slip; **or**  Latest CPF Statement | Minimum latest **three (3)** months pay slip; and  Any **one (1)** of the following; ranked in priority:   * Latest **three (3)** months Salary Crediting Bank Statement; **or** * Latest CPF Statement **or** * Latest Notice of Assessment (NOA). |

**Variable Income Earner –Commission Earner**

|  |  |  |
| --- | --- | --- |
| **Location** | **Convincing** | **Unconvincing** |
| Work in Malaysia | Minimum latest **six (6)** months commission statement; **or**  Latest EPF Statement | Minimum latest **six (6**) months commission statement;  **and**  Any **one (1)** of the following; ranked in priority:   * Latest **six (6)** months Salary Crediting Statement; **or** * Latest EPF Statement; **or** * Latest Annual Commission Statement; **or** * Latest tax return with IRB receipt. |
| Work In Singapore | Minimum latest **six (6)** months pay slip; **or**  Latest CPF Statement | Minimum latest **six (6)** months pay slip; **and**  Any **one (1)** of the following; ranked in priority:   * Latest **six (6)** months Salary Crediting Bank Statement; **or** * Latest Notice of Assessment (NOA); **or** * Latest Annual Commission Statement; **or** * Latest CPF Statement. |

## Appendix 2: Documents Requirement- Self – Employed

**Sole Proprietor & Partner**

|  |  |  |
| --- | --- | --- |
| **Location** | | |
| **Peninsular Malaysia** | **Sabah** | **Sarawak** |
| Latest and complete SSM **and** Latest Form D;  **And**  **Any one (1)** of the following;   * Latest **six (6)** months Personal Saving Account / Personal Current Account / Company Bank Statements**; or** * Income Tax Return Form (Form B) **and** Tax Payment Receipt. | Latest Form B (Business License);  **And**  **Any one (1)** of the following;   * Latest **six (6)** months Personal Saving Account / Personal Current Account / Company Bank Statements**; or** * Income Tax Return Form (Form B) **and** Tax Payment Receipt. | Registration Certification and Latest Business License and Details of Business Owners;  **And**  **Any one (1)** of the following;   * Latest **six (6) months** Personal Saving Account / Personal Current Account / Company Bank Statements; **or** * Income Tax Return Form (Form B) **and** Tax Payment Receipt. |

**Salaried Director of Company**

* Applicant is a Director and receives salary form Company
* Applicant does not hold any shares in the Company stated in the Personal Financing Applicant Form
* Required Income Document: Refer to **Salaried – Work in Malaysia**.

**Shareholder of Company**

* Applicant holds shares in the Company stated in the Personal Financing Applicant Form
* Required Income Document
  + - Form 9, Form 49, Form 24; **and**
    - **Any one (1)** of the following:
  + Latest **six (6)** months Company Bank Statements; **or**
  + Latest Income Tax Return Form (Form B) **and** Tax Payment Receipt.

## Appendix 3: Sample of Workflow Request on PF Cancellation due to System Error

