

16. SERVICE DELIVERY TIME

Delivery time is an important competitive advantage for banks. Therefore, the following service times are set for EWBFS processes

- I. Due Diligence shall be conducted within 7 consecutive working days after receiving Business plan from WBSD/application from customer
- II. If the due diligence report resulted in positive remarks, customers shall be quickly informed to bring the necessary documents (list of all necessary documents should be handed over to the applicant). Otherwise, the credit process shall be terminated and shall be communicated to the applicant (cc: WBSD, CMD) within three working days. The segregated guarantee fund shall be transferred to the next applicant in queue line.
- III. Applicants are then instructed to bring all the necessary documents (Appendix 6) within 30 consecutive days from the date of approval of the loan request. If the approved loan cannot be disbursed within three months (due to issues from the customer's side) from the date of approval, the branch shall pass the necessary transaction, terminate the loan process and send memo to WBSD and CMD, informing the situation.
- IV. Credit appraisal shall be conducted within 6 consecutive days.
- V. Credit decision shall be communicated to the applicant within 8 working days after receiving the necessary documents.
- VI. After approval of the loan, the customer
- VII. Branch shall communicate the final credit decision to the customer within 3 working days.
- VIII. Branches shall send copies of LAF and Guarantor contract agreement to Finance and cc WBSD for subsequent action on risk fund reserve.
- IX. Customers can appeal against the credit decision within 7 working days from the date of receiving information.
- X. Appeal shall be reviewed and responded to customers within 11 working days of receipt of the appeal letter.
- XI. The first follow-up visit should be made by the branch within seven days of loan disbursement to verify the use of loan proceeds.

