

been incurred under the terms of the Facilities.

The early redemption/settlement fee is payable at the point of redemption.

#### **10. Do I need any insurance/takaful coverage?**

- All residential property(ies) are required to be insured or takaful coverage obtained under houseowner policy(ies), whilst commercial and vacant property(ies) to be insured or covered under fire policy(ies).
  - a) You are to ensure that the property(ies) are adequately insured up to their full insurable value, against loss or damage by fire, lighting, tempest, floor, riot, civil commotion, malicious acts and strike and such other risk as the Bank may require;
  - b) You are to furnish a certified true copy of the policy or policies so bought/taken up with the Bank endorsed as loss payee/mortgagee together with evidence of premium/takaful payment/contribution payable under such policy or policies to the Bank. In the event that the Bank takes up the insurance or takaful coverage on your behalf, the Bank will debit the fire insurance premium/takaful contribution into your loan/financing account with prior written notice to you.
- Mortgage Decreasing Term Assurance (MDTA)/Mortgage Reducing Term Takaful (MRTT)/Mortgage Level Term Assurance (MLTA)/Mortgage Level Term Takaful (MLTT) is optional unless it is under a promotional criterion as stated in Letter of Offer.
- However, you are encouraged to take up the MDTA/MRTT/MLTA/MLTT to protect your family from losing the property due to unforeseen circumstances.
- Where the MDTA/MRTT/MLTA/MLTT is financed by the Bank, the Bank shall only release the premium/takaful contribution either with the first loan release towards financing of the Property(ies) or at any time thereafter at the Bank's discretion subject to the following:
  - (a) the Bank has received the letter of acceptance/letter of offer issued by an insurance/takaful company which is acceptable to the Bank;
  - (b) the Bank has not received any notification from the insurance/takaful company of your rejection and/or appeal of the letter of offer;
  - (c) you/insured are/is not deceased prior to the first release of the loan; and
  - (d) in the event the letter of acceptance/letter of offer issued by the insurance/takaful company expires on or before the first loan release, you will submit a fresh proposal form for evaluation and a fresh letter of acceptance/letter of offer shall be procured by you.
- The coverage of the MDTA/MRTT/MLTA/MLTT shall be effective upon receipt of the full premium/takaful contribution (including any loading or excess to the original premium/takaful contribution quoted) by the insurance/takaful company.

#### **11. 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 in your contact details at the earliest possible opportunity to ensure that all correspondences reach you in a timely manner.

To update your correspondence details, please contact the Bank at +603-7626 8899 or visit any of our branches nationwide.

#### **12. Where can I get assistance and redress?**

- If you have any difficulties in making repayments, you should contact us earliest possible to discuss repayment alternatives. You may contact us at:  
Consumer Collection Centre  
Level 2, PJ City Development, No. 15A, Jalan 219, Section 51A, 46100 Petaling Jaya, Selangor  
Tel: +603-7959 1888 Fax: +603-7873 8228  
Email: [MCC2@hibb.hongleong.com.my](mailto:MCC2@hibb.hongleong.com.my)
- Alternatively, you may seek the services of Agensi Kaunseling dan Pengurusan Kredit (AKPK), an agency established by Bank Negara Malaysia (BNM) to provide free services on money management, credit counselling, financial education and debt restructuring for individuals. You can contact AKPK at:  
Level 5 and 6, Menara Aras Raya (Formerly known as Menara Bumiputera Commerce), Jalan Raja Laut, 50350 Kuala Lumpur  
Tel: +603-2616 7766 Website: [akpk.org.my/contact-us](http://akpk.org.my/contact-us)