

- POWER! (Pengurusan Wang Ringgit Anda) Programme, offered by AKPK, promotes prudent money management and financial discipline to individual borrowers. To register and for further information, kindly call 03-2616 7766 or visit the website at [www.akpk.org.my](http://www.akpk.org.my)
- If you wish to complain on the products or services provided by us, you may contact us at:  
Customer Advocacy  
Hong Leong Bank Berhad, Level 13A, Menara Hong Leong, No 6, Jalan Damanlela, Bukit Damansara, 50490 Kuala Lumpur.  
Tel: +603-7626 8821/7626 8802/7626 8812 E-mail: [customerservice@hlbb.hongleong.com.my](mailto:customerservice@hlbb.hongleong.com.my)
- If your query or complaint is not satisfactorily resolved by us, you may contact BNMLINK at:  
4<sup>th</sup> Floor, Podium Bangunan AICB, No.10, Jalan Dato' Onn, 50480 Kuala Lumpur.  
Web: [bnmlink.bnm.gov.my](http://bnmlink.bnm.gov.my) Tel: 1-300-88-5465 or 03-2174-1717 (for overseas calls)

### 13. Other housing/property loan packages available

- Hong Leong Housing Loan
- Hong Leong MortgagePlus Housing Loan
- Hong Leong Shop Loan
- Hong Leong MortgagePlus Shop Loan
- Hong Leong Special Housing Loan
- Housing Guarantee Scheme
- HLB Solar Plus Loan
- HLB Mortgage Overdraft

### 14. How do I make my monthly repayments?

Making your monthly repayment is hassle free through:

- Standing Instructions from your Hong Leong Bank/Hong Leong Islamic Bank savings/current account
- Internet Banking ([www.hongleongconnect.my](http://www.hongleongconnect.my)) or via mobile phone app or tablet app
- Malaysian Electronic Payment System (MEPS) or Interbank Giro (IBG)\*

Alternative repayment methods include:

- ATM transfer to your financing account.
- Bank-in to your financing account via Cash Deposit Machine.
- Cheque deposit to your financing account via Cheque Deposit Machine. \*\*
- Make your payment over-the-counter at the nearest branch.

#### **Important:**

\*There is no charge for online IBG payment and IBG payment via ATM machine is RM0.10 per transaction.

\*\*Effective 2 January 2015, RM0.50 processing fee and RM0.15 stamp duty will be charged per cheque issued.

Subject to Government Taxes, if applicable

### 15. Where can I get further information?

Should you require additional information about taking a loan/property financing, please log on to HLB's website: [www.hlb.com.my/mg-loan](http://www.hlb.com.my/mg-loan) or call Hong Leong Contact Centre at Tel: 03-76268899.

**IMPORTANT NOTE: YOUR HOUSE/PROPERTY MAY BE FORECLOSED IF YOU DO NOT KEEP UP REPAYMENTS ON YOUR HOME/PROPERTY FINANCING.**

The information provided in this disclosure sheet is valid as at <Date LO printed>