

CENTRAL CREDIT DEPARTMENT (CCD)
OPERATIONAL PROCEDURES (LOANS / LEASE FINANCE)

The following procedures are introduced to standardize the operational procedures between branches and the Central Credit Department and ensure efficient co-ordination between branches and CCD

1. CREDIT DISBURSEMENT

As per Credit Policy and Procedures Manual Part 11 Paragraph 29 & 33 disbursement of proceeds of approved credit facilities Pending Documentation is not permitted. Accordingly, Branch Managers should strictly comply with this requirement.

2. Scanning of documents to the system & Signature Verification:

- a) A complete set of documents needs to be scanned into the system before sending for Level 3 & higher approvals.
- b) Customer signatures must be verified by authorized officers. If witness details are in place, no signature verification is required. However, other documents without a witness need to be verified.
- c) Staff must record their employee numbers (EPF No,) when placing their signatures.
- d) If there are any alterations in the documents, it should be duly authenticated by the customer by placing his / her full signature.
- e) If there are more than 3 alterations, a fresh document needs to be obtained from the customer.
- f) The branch should scan & upload the customer signature to their respective accounts in the system prior to sending the loan / lease files to Head Office.
- g) Credit Administration department should ensure compliance with the above conditions.

3. Submission of Security Files:

- a) Branch Managers should forward the security files with the checklist to the Credit Administration Department (CAD) on the next working day. If the facility is secured by property mortgage, the file must be sent within 3 working days with the mortgage bond.
- b) The Credit Administration Department will verify contents against the check list and confirm the receipt of the file. If any file is not received within the stipulated time period, an email will be sent to the relevant branch copying to the Members of Head Office Credit Committee.

Disbursement of other facilities of the particular branch will be suspended until the file in question is received.

- c) Branch Managers should forward all security documents, including simple lodgments (MTA Forms, duplicate keys, deletion letter where applicable) to the Credit department.
- d) Branch Managers are not authorized to keep any security files at the Branch

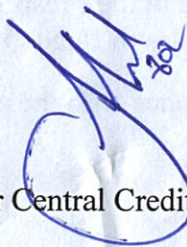
4. Simple Lodgments under Branch Manager's Custody:

- If a Branch Manager needs to hold any simple lodgments under his custody, a special request must be made with his justifications and recommendations through DGM (credit) for the consideration of CEO / Executive Director.

5. Independent Credit Evaluation:

- a) To ensure effective independent credit evaluation, Branch Managers should submit all required documents duly attached to Lease /Loan proposal to the credit officers at CCD (loans or Lease) Additional information or documents requested should be provided promptly.\
- b) Branch Managers should not be calling and pressurizing credit officers at CCD for facility recommendations, approvals and disbursements as they are responsible to conduct the evaluation process to determine the credit worthiness of the prospective borrower to the satisfaction of the Approving authorities and subject to regulatory and statutory requirements
- c) However, for any other routine matters, the Branch Manager and branch's Credit Officer could contact / interact with the officials at CCD directly.

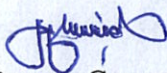
Please give your immediate attention to the requirements herein and ensure compliance with immediate effect.



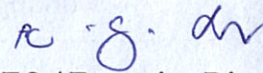
Manager Central Credit Department



Head of Leasing



Deputy General Manager
(Credit)



CEO / Executive Director