



Your Bank of Choice

### PRODUCT DISCLOSURE SHEET

<p>Read this Product Disclosure Sheet before you decide to take out the Personal Financing-i DivA. Be sure to also read the terms in the letter of offer. Seek clarification if you do not understand any part of this document or the general terms.</p>	<p style="text-align: center;"><b>BANK RAKYAT</b></p> <p style="text-align: center;"><b>PERSONAL FINANCING-i DIVA</b></p> <p>Product Name : _____</p> <p>Date : _____</p>
<p><b>1. What is this product about?</b></p>	
<ul style="list-style-type: none"> <li>• This product offers a cash facility to meet personal financing requirements.</li> <li>• This product is exclusively for Bank Rakyat Member only.</li> </ul>	
<p><b>2. What is the Shariah concept applicable?</b></p>	
<ul style="list-style-type: none"> <li>• This financing is based on the Shariah principles of <i>Murabahah</i> (by adopting <i>Tawarruq</i> practices), where based on <i>Wa'd</i> from the customer, the Bank will purchase the commodity from a commodity trader and then sell the commodity to the customer based on the <i>Murabahah</i> sales price (cost of commodities with profit) on deferred payment basis. Then, as the customer's agent (<i>Wakalah</i>), the Bank will sell the commodity to a third-party buyer for cash. The cash collected from the third-party buyer will be deposited into the customer's accounts.</li> <li>• Currently the commodities being used are <i>Crude Palm Oil (CPO)</i> and <i>Plastic Resin (PE)</i> or <i>Telco Airtime</i>.</li> </ul>	
<p><b>3. What do I get from this product?</b></p>	
<ul style="list-style-type: none"> <li>• Total selling price: RM _____</li> <li>• Total amount financed: RM _____</li> <li>• Profit rate: _____% per annum</li> <li>• Tenure: _____ years</li> </ul>	
<p><b>4. What are my obligations?</b></p>	
<ul style="list-style-type: none"> <li>• Your monthly instalment: RM _____</li> <li>• Your annual instalment: RM _____ per annum that will be deducted from the customer's share dividend for a total of _____ share units at the rate of 8% per annum.</li> <li>• The total amount at the end of _____ years is RM _____</li> </ul> <p><b>Note:</b></p> <ol style="list-style-type: none"> <li>Prepayment or excess payment of the monthly instalment is allowed and will be treated as subsequent month instalment payment. However, prepayment or excess payment will affect the profit calculation of your financing account.</li> <li>If the dividend declared is less than 8% per annum or there is no dividend paid, through notice given by the Bank you are required to top up or settle the shortfall amount gradually or lump sum within nine (9) months from the date of the dividend declared.</li> </ol>	
<p><b>5. What other charges do I have to pay?</b></p>	
<ul style="list-style-type: none"> <li>• Stamp duty: <b>0.5%</b> of total financing as contained in the Stamp Duty Act 1949.</li> <li>• Wakalah or agency fee of <b>RM28.30</b> inclusive Brokerage Fee.</li> </ul>	
<p><b>6. Do I need any Takaful coverage?</b></p>	
<ul style="list-style-type: none"> <li>• You are advised to take takaful plans from takaful operator appointed by the Bank, and you agree to allow the Bank to obtain the protection from the said takaful operator. However, you are free to use any other takaful operator in Malaysia, which requires you to arrange it on your own.</li> </ul>	

**7. What if I fail to fulfil my obligations?**

- Compensation Charge (*Ta'widh*) for Late Payment

During the financing tenure:	1% per annum on the outstanding amount of the monthly payment.
After expiry of financing tenure:	Shall not be more than the prevailing daily overnight Islamic Interbank Money Market rate (IIMM) on the outstanding balance.

- The Bank reserves the right to deduct/set-off customer's savings balance (Savings/Investment Account/ Share Membership Account) with the Bank as payment for outstanding amounts.
- Bank will inform customer at least seven (7) calendar days in advance on the intention to set-off the customer's savings balance.
- The Bank reserves the right to take legal action and all costs incurred will be borne by the customer.

**8. What if I fully settle the financing before its maturity?**

- The Bank shall provide a rebate (*ibra'*) on the total balance of deferred profits/profit not accrued.
- The amount of early settlement is as per the formula below:

<p>Early Settlement Amount = Outstanding Selling Price – Ibra' + Late Payment Charges (if any)</p> <p>Where,</p> <p>Ibra' = Deferred Profit + Undisbursed Principal (if any) – Other Charges (if any)</p>
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**9. Do I need a guarantor or collateral?**

- You must present a guarantor whenever required by the Bank.
- The customer's share will be used as the basis for the financing amount. You are not allowed to redeem the share that has been used as the basis for the financing amount until the financing is fully settled.

**10. 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 to ensure that all correspondence reaches you in a timely manner.
- Please contact the Bank Rakyat Contact Centre at **1-300-80-5454** OR visit any branch for any changes to customer information.

**11. Where can I get more information?**

For more information, please refer to the product brochure or visit [www.bankrakyat.com.my](http://www.bankrakyat.com.my)

**12. Any suggestions and your questions can be directed to:**

**Contact Centre at: 1-300-80-5454**

- 7:30 am to 9:30 pm Available for all inquiries
- 9:30 pm to 7:30 am Available only to check application status, internet banking and report lost card

Or

International Line : **+603 5526 9000**

Or

**13. If you wish to complaint on the products and services provided by us, you may contact us at:**

**Contact Centre at: 1-300-80-5454**

or send your complaint to:

**Unit Public Complaints Bureau, Customer Service, Menara 1 Menara Kembar Bank Rakyat No.33, Jalan Rakyat, KL Sentral 50470 Kuala Lumpur**

or e-mail: [aduan@bankrakyat.com.my](mailto:aduan@bankrakyat.com.my)

Or

Contact Bank Negara Malaysia LINK or TELELINK at:



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	Facsimile <b>03-2264 7301</b>  Or e-mail to <a href="mailto:telerakyat@bankrakyat.com.my">telerakyat@bankrakyat.com.my</a>	<b>Block D, Bank Negara Malaysia, Jalan Dato' Onn, 50480 Kuala Lumpur</b> Tel: <b>1-300-88-5465</b> Fax: <b>+603-21741515</b> E-mail: <a href="mailto:bnmtelelink@bnm.gov.my">bnmtelelink@bnm.gov.my</a>
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#### 14. Where can I get assistance and redress?

- If you have difficulties making monthly payments, you should contact us at the earliest to discuss payment alternatives. You may contact us at any of the Bank's branches or the branch where the financing is made.
- Alternatively, you may seek the services of **Agensi Kaunseling dan Pengurusan Kredit (AKPK)**, an agency established by Bank Negara Malaysia to provide free services on money management, credit counselling, financial education and debt restructuring for individuals. You can contact AKPK at:

**AKPK Headquarters**  
Kuala Lumpur Level 5 and 6  
Menara Aras Raya (Formerly known as Menara Bumiputera Commerce)  
Jalan Raja Laut  
50350 Kuala Lumpur  
Tel: +603-26167766  
E-mail: [enquiry@akpk.org.my](mailto:enquiry@akpk.org.my)

#### 15. Other personal financing packages available.

- Personal Financing-i Floating Rate \_\_\_\_\_
- Personal Financing-i Fixed Rate \_\_\_\_\_

#### IMPORTANT NOTE:

- **LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP FINANCING PAYMENTS ON YOUR PERSONAL FINANCING.**
- **THIS PRODUCT HAS BEEN APPROVED BY SHARIAH COMMITTEE ON 29 APRIL 2013.**
- **PRODUCT DISCLOSURE SHEET MUST BE READ, UNDERSTOOD, ACCEPTED AND SIGNED BY THE CUSTOMER.**
- **THE INFORMATION PROVIDED IN THIS PRODUCT DISCLOSURE SHEET IS VALID AS AT \_\_\_\_\_**