

PRODUCT DISCLOSURE SHEET (REMINDER: You are reminded to read and understand the terms and conditions of this Product Disclosure Sheet before signing below. In the event there are any terms and conditions in this Product Disclosure Sheet that you do not understand, please seek independent advice and/or discuss with the Bank's representative before signing below.)	ENGLISH VERSION Bank : Affin Islamic Bank Berhad Product : Shipping Guarantee-i (SG-i) Date of Issuance to Customer : _____ (to be filled out upon application)								
1. What is this product about?									
Shipping Guarantee-i (SG-i) is a facility granted by the Bank to importers for the clearance of goods purchased at the port, without the original Bill of Lading (BL) being presented. The Bank will issue a Shipping Guarantee-i (SG-i) in favour of the Shipping Company/agent to enable the customer (the importer, consignee or buyer) to take delivery of the merchandise.									
2. What is the Shariah concept applicable?									
Kafalah. Kafalah can be defined as a surety given by the first party who agrees to discharge a liability of a third party in case the second party defaults in fulfilling his obligation.									
3. What do I get from this product?									
A Shipping Guarantee-i is issued by the Bank on behalf or at the request of the customer-applicant and in the event the customer-applicant defaults, the Bank is responsible for effecting payment to the Beneficiary of the Shipping Guarantee-i. Trade Bills-i - Shipping Guarantee-i - (Payable on demand) Amount Limit : RM _____ Commission Shipping Guarantee-i : _____ % flat									
4. What are my obligations?									
<ul style="list-style-type: none"> The Bill of Lading should be immediately sent to the shipping company for redemption of the SG-i upon receipt of the shipping documents, Shipping Guarantee-i is payable on demand where once SG-i is issued, the buyer is obligated to accept the document presented to him by the seller even there is discrepancy in the document. Total amount payable to the Bank is inclusive the fees and charges. 									
5. What are the fees and charges I have to pay?									
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 5px;">Fees and charges</th> <th style="text-align: left; padding: 5px;">Amount (RM)</th> </tr> </thead> <tbody> <tr> <td style="padding: 5px;"> Commission <ul style="list-style-type: none"> SG-i issued under Letter of Credit-i (LC-i) issued by the Bank Unredeemed SG-i (not cancelled within three (3) months from date of issue) </td> <td style="padding: 5px; vertical-align: top;"> 0.1% flat, Min. RM50.00 Additional 0.5% per annum on amount until date of return of SG-i. Minimum RM 50.00 </td> </tr> <tr> <td style="padding: 5px;"> Stamp duty <ul style="list-style-type: none"> Letter of Offer Letter of Indemnity for Delivery Without Bill of Lading (B/L) Other Security Document <ul style="list-style-type: none"> ✓ Letter of Set-Off ✓ Letter of Pledge </td> <td style="padding: 5px; vertical-align: top;"> Nominal RM10-00 Ad valorem Ad valorem </td> </tr> <tr> <td style="padding: 5px;"> Other charges </td> <td style="padding: 5px; vertical-align: top;"> All other charges shall follow the Bank's Standard Tariff of Charges as specified on AffinAlways.com </td> </tr> </tbody> </table>	Fees and charges	Amount (RM)	Commission <ul style="list-style-type: none"> SG-i issued under Letter of Credit-i (LC-i) issued by the Bank Unredeemed SG-i (not cancelled within three (3) months from date of issue) 	0.1% flat, Min. RM50.00 Additional 0.5% per annum on amount until date of return of SG-i. Minimum RM 50.00	Stamp duty <ul style="list-style-type: none"> Letter of Offer Letter of Indemnity for Delivery Without Bill of Lading (B/L) Other Security Document <ul style="list-style-type: none"> ✓ Letter of Set-Off ✓ Letter of Pledge 	Nominal RM10-00 Ad valorem Ad valorem	Other charges	All other charges shall follow the Bank's Standard Tariff of Charges as specified on AffinAlways.com	
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6. What if I fail to fulfill my obligations?									
If Shipping Guarantee-i is not returned within three (3) months from issuance date, the Bank may charge additional commission at 0.5% per annum on the amount of the invoice until the date of return.									
7. What are the major risks?									
If there are any discrepancies in the documents for the SG-i, there is a possibility that you may lose the protection under the Letter of Credit-i (LC-i) and will be responsible for fulfilling the payment by yourselves.									

8. Where can I get assistance and redress?

- If you have difficulties in making payments, you should contact your respective Relationship Manager earliest possible to discuss payment alternatives.
- If you wish to complain on the product or services provided by us, you may fill-in an "Online Feedback Form" which is available at Bank's website: AffinAlways.com that will be escalated to Customer Feedback & Resolution Management. You may also contact us at:

Customer Feedback & Resolution Management

**Level 9, Menara Affin, Lingkaran TRX,
Tun Razak Exchange, 55188 Kuala Lumpur.**

Telephone : 03 – 8230 2222

E-mail : yourvoice@affingroup.com

Website : AffinAlways.com

Telephone : 03 – 8230 2222

- 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 both individuals and SMEs. You can contact AKPK at:

Agensi Kaunseling dan Pengurusan Kredit (AKPK)

**Level 5 and 6, Menara Aras Raya
(Formerly known as Menara Bumiputra-Commerce),
Jalan Raja Laut, 50350 Kuala Lumpur.**

Telephone : 03-2616 7766

Fax : 03-2616 7601

E-mail : enquiry@akpk.org.my

Operating Hours : **9:00 a.m. – 5:00 p.m.**
(Monday – Friday)

- You may re-address the issue with the Ombudsman for Financial Services (OFS) when steps taken by the Bank is still unsatisfactory. You may contact OFS at:

Ombudsman for Financial Services (OFS) (664393P)

(Formerly known as Financial Mediation Bureau)

**Level 14, Main Block Menara Takaful Malaysia
No. 4, Jalan Sultan Sulaiman 50000 Kuala Lumpur**

Telephone : 603 – 2272 2811

Fax : 603 – 2272 1577

E-mail : enquiry@ofs.org.my

Website : www.ofs.org.my

- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK at:

BNMLINK

Bank Negara Malaysia

P.O. Box 10922 (Peti Surat 10922)

50929 Kuala Lumpur

Telephone : 1-300-88-5465

Fax : 03-21741515

E-LINK : <https://bnmlink.bnm.gov.my>

9. What do I need to do if there are changes to my contact details?

It is important that you inform us (written notice to be sent to the account holding branch) of any changes in your contact information to ensure that all correspondences reach you in a timely manner.

10. Where can I get further information?

Should you require additional information on financing, please contact us at our nearest branch to you or call our Contact Centre at 03-8230 2222 or visit our website AffinAlways.com for further details.

11. Other facilities available.

The Bank offers other trade bills facilities such as Letter of Credit-i, Bank Guarantee-i, Trust Receipt-i, Accepted Bills-i, Working Capital Financing-i, Bills Negotiation-i, Bills Purchased-i, Flexi Trade Financing-i and Export Credit Refinancing-i.

**IMPORTANT NOTE:
LEGAL ACTION MAY BE TAKEN AGAINST YOU IF YOU DO NOT KEEP UP
PAYMENTS ON YOUR FACILITY.**

The information provided in this disclosure sheet is valid as at **6 NOVEMBER 2024**

- I/We acknowledge that the key terms of this product disclosure sheet, in particular, the terms affecting my/our obligations, have been adequately explained to me/us by the Bank's staff, representative or agent.

Signature : _____

Name : _____

NRIC No : _____

Date : _____