

## PRODUCT DISCLOSURE SHEET

Read this Product Disclosure Sheet before you decide to take the **Outward Bills for Collection (OBC)** with Affin Bank Berhad (“the Bank”). Be sure to also read the terms and conditions in the Letter of Offer. Seek clarification from the Bank if you do not understand any part of this document or the general terms in particular the terms affecting your obligations.



## Outward Bills for Collection (OBC)

### 1. What is this product about?

Outward Bills for Collection (OBC) is a trade service provided by the Bank to handle the export / local sales documents at the instructions of exporter / seller and to collect payment or acceptance based on terms agreed with the buyer / importer. Documents may be delivered under Documents against Payment (D/P) or Documents against Acceptance (D/A).

Documents for collection are subject to the Uniform Rules for Collections, International Chamber of Commerce Publication No. 522 which is currently in force.

### 2. What do I get from this product?

- Easy, simple and better cost saving method of payment.
- Under D/P terms, exporter / seller is ensured with payment prior release of documents to importer / buyer.
- Under D/A terms, importer / buyer promises to pay exporter / seller on maturity date before documents are being released to importer / buyer.
- Financing of Outward Bills for Collection allowed subject to availability of trade financing facility

### 3. What are my obligations?

Exporter / seller is responsible to provide clear and precise instructions to the Bank on handling of export / local sales documents, otherwise banks will not be responsible for any consequences

### 4. What are the fees and charges I have to pay?

Fees and charges	Amount (RM)
Issuance	0.1% Flat on Bill Amount Minimum RM10.00 Maximum RM500.00 for Local Bill <b>or</b> Maximum RM100.00 for Foreign Bill
Amendment (increase in amount)	0.1% Flat on Increased Bill Amount Minimum RM10.00 Maximum RM500.00 for Local Bill <b>or</b> Maximum RM100.00 for Foreign Bill
Cancellation/ Unpaid/ Dishonored Bills	Service Charge: RM50.00
Cost of SWIFT	RM15.00
Cost of RENTAS	RM9.00 (Corporate) RM5.00 (Small and Medium Enterprise (SME))
Postage	RM10.00

*Note: Base Lending Rate (BLR) is subject to change from time to time as published on <https://www.affinways.com/en/rates-and-pricing>*

### 5. What if I fail to fulfill my obligations?

Unclear instructions to the collecting bank regarding the handling of documents will result in delay of payment / acceptance of the bill.

### 6. What are the major risks?

- Exporter / seller loses control over goods in case of Documents against Acceptance (D/A) where goods are released pending receipt of payment on maturity.
- The documents may be refused on presentation to the importer / buyer under Documents against Payment (D/P) terms or unaccepted on presentation under D/A terms or unpaid at maturity under D/A terms. The Bank however has the sole right to accept / reject any discrepant documents.

## 7. Where can I get assistance and redress?

- If you have difficulties in making payments, please contact us at your earliest convenience to discuss on the payment alternatives.
- If you wish to make a complaint on the products or services provided by us, you may contact us at:  
**Customer Feedback & Resolution Management**  
**Level 9, Menara Affin,**  
**Lingkaran TRX, Tun Razak Exchange,**  
**55188 Kuala Lumpur**  
**Contact Centre : 03-8230 2222**  
**E-mail : [yourvoice@affingroup.com](mailto:yourvoice@affingroup.com)**  
**Website : <https://www.affinalways.com>**
- 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:  
**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**  
**Hotline : 03-2616 7766**  
**E-mail : [enquiry@akpk.org.my](mailto:enquiry@akpk.org.my)**  
**Website : [www.akpk.org.my](http://www.akpk.org.my)**  
**Operation Hours : 9.00 am – 5.00 pm (Monday – Friday)**
- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia (BNM) LINK or TELELINK at:  
**BNMLINK**  
**Bank Negara Malaysia**  
**P.O. Box 10922**  
**50929 Kuala Lumpur**  
**Telephone : 1-300-88-5465**  
**eLINK : <https://bnmlink.bnm.gov.my/>**

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

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

## 9. Where can I get further information?

Should you require additional information, please contact us at the nearest branch to you or call our Contact Centre at 03-8230 2222 or visit our web site [www.affinalways.com](http://www.affinalways.com)

## 10. Other facilities available.

The Bank offers other trade bills facilities such as Bank Guarantee (BG), Bankers Acceptance (BA), Bills Negotiation (BN), Bills Purchased (BEP), Export Credit Refinancing (ECR), Letter of Credit (LC), Shipping Guarantee (SG), Flexi Trade Loan (FTL) and Trust Receipt (TR).

**Disclaimer:**

This Product Disclosure Sheet is for information purposes only and does not constitute any advice on any matter discussed. All information and materials including those on services, products, financial information, data, text or other items are provided strictly 'as is', and 'as available' and is so provided for your information and reference only. Affin Bank Berhad does not guarantee the usefulness or adequacy of the information provided and shall not be liable for any errors and will not be responsible for the consequences of reliance upon any opinion or statement contained herein or for any omission. This Product Disclosure Sheet is confidential and may not be reproduced (in whole or in part) to any other person without the prior written permission of Affin Bank Berhad.

**Product Transparency and Disclosure:**

Affin Bank Berhad is committed in ensuring customer is being treated and guided under the prevailing BNM's **Fair Treatment of Financial Consumers** and **Prohibited Business Conduct**.

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

*The information provided in this disclosure sheet is valid as at 30 September 2023.*

I / We hereby 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 : \_\_\_\_\_