

PRODUCT DISCLOSURE SHEET – OVER-THE-COUNTER BANK GUARANTEE

Read this Product Disclosure Sheet before you decide to take up Over-The-Counter Bank Guarantee.

1. What is this product about?

Over-The-Counter Bank Guarantee (OTCBG) is a fast guarantee available through the extensive branch network of AmBank (M) Berhad (Bank) in Malaysia issued at Customer's request to guarantee Customer's obligation to their Beneficiary on a simpler approval process.

2. What are the product features?

- Available to all customers with current account with AmBank subject to the Bank's approval.
- Against full cash payment equivalent to the OTCBG amount.
- Denominated in Ringgit Malaysia (RM) and issuance to resident Beneficiary acceptable to the Bank only.
- Each OTCBG amount can be issued from RM1,000 up to RM1,000,000 but outstanding amount cannot exceed RM1,000,000 per customer.
- Bank's bank guarantee standard format or any format acceptable to the Bank.
- Purpose of OTCBG is in accordance to customer's business requirement and is acceptable to the Bank.
- Cash payment with no interest is refundable if there no claim on the OTCBG by the Beneficiary and upon cancellation of the OTCBG.

3. What are my roles and obligations?

- Indemnify the Bank against all liabilities in relation to the OTCBG issued including authorizing the Bank to honor claim from the Beneficiary by utilizing the cash payment to the Bank.
- Meet all your obligations to the Beneficiary relating to the OTCBG to avoid claim on the OTCBG.
- Ensure sufficient funds and authorize the Bank to debit your current account with the Bank for cash payment of the OTCBG amount and any Bank's charges, commissions, fees, out-of-pocket expenses relating to the OTCBG issuance.
- Apply for OTCBG through any branches and provide the Bank with the relevant supporting documents as required below: -
 - OTCBG application form and terms & conditions,
 - Copy of Customer's registration documents: -
 - a) For individual: NRIC or passport
 - b) For non-individual: Company registration documents
e.g. Form D/E or Form 9 (or Form under Section 15 of Companies Act 2016), 24 and 49 (or Form under Section 78; Section 58 of Companies Act 2016) and any additional documents that may be requested,
Note: Certified True Copy (CTC) by company secretary is required if latest document provided is discrepant.
- Sample of BG format, and
- Copy of supporting documents for the underlying contract/agreement, if applicable.

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

No.	Type of Fees and Charges	Tariff
1	Issuance commission	0.125% per month or part thereof. Min: RM150
2	Amendments to OTCBG	
	(a) Extension of expiry date / increase in amount	Additional commission of 0.125% per month or part thereof for the extended period / incremental value. Min: RM50 <i>Note: For amendment involving incremental in OTCBG amount, commission will be calculated on the amended amount from the original issuance date or effective date whichever the earlier less commission collected.</i>
	(b) Other than extension of expiry date / increase in amount	RM50 flat.
3	Claim on OTCBG - Processing fee	RM100 flat.
4	Assignment of OTCBG	0.1% on OTCBG amount. Min: RM250.
5	Stamp Duty	As per Stamp Duty Act 1949 (Revised 1989).
6	Courier Service	Within Malaysia: RM15 flat. Outside Malaysia: Subject to destination.

The fees or charges quoted are exclusive of any government taxes which may now be or hereafter imposed by the Government of Malaysia. Should there be any imposition of government taxes on any fees or charges due to the changes in law or any other factors, the Bank has the right to change or revise the amount payable.

There shall be no refund by the Bank of any commission paid to the Bank in the event of any early cancellation or return of the OTCBG.

5. What if I fail to fulfill my obligations?

- Potential claim against the OTCBG from the Beneficiary.
- Upon receiving compliant written claim on the OTCBG from the Beneficiary, the Bank will proceed to pay the Beneficiary and utilize the cash payment to settle the claim with notification to you.

6. What are the major risks?

- OTCBGs are usually unconditional and the Beneficiary merely has to make a claim in writing and the Bank will have to pay on demand if the claim is in conformity with the terms and conditions of the OTCBG.
- Responsibility is on the Beneficiary to declare default or non-performance by the Customer and the Bank will not check whether the conditions or contract relating to the OTCBG are not met.

7. What do I need to do if there is change(s) to my contact details?

It is important that you inform us of any change in your contact details to ensure all correspondences reach you in a timely manner. For assistance, you may contact / notify in writing to your respective Relationship Manager.

8. Where can I get assistance and redress?

- If you wish to complain on the products or services provided by us, you may contact us at:

AmBank (M) Berhad,
Transaction Banking Service Centre,
Level 24, Menara AmBank,
No 8, Jalan Yap Kwan Seng,
50450 Kuala Lumpur.
Tel No: 03 2058 2800
Fax No: 03 2078 0230
Contact Centre: 03 2178 3188

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

Blok D, Bank Negara Malaysia,
Jalan Dato' Onn,
50450 Kuala Lumpur.
Tel: 1-300-88-5465
Fax: 03-2174 1515
E-mail: bnmtelelink@bnm.gov.my

9. Where can I get further information?

For details of benefits, fees and charges, you can visit www.ambankgroup.com

The information provided in this product disclosure sheet is valid.

All calculations and rates above are for illustration purpose only. Terms and conditions apply.

AmBank (M) Berhad (8515-D)
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