

CLIENT CHARTER

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We pledge to provide exemplary services and financial solutions to our customers through these commitments: -

- Evaluate all applications for financing facilities with fairness and without prejudice in accordance with the applicable statutory requirements as set forth by the relevant authorities.
- Treat all parties with fairness, courtesy, understanding, respect and sincerity.
- Endeavour to provide the most suitable available financing facility to match the financial requirements of our customers.
- Process the application for financing facilities upon receipt of all the necessary documents/information and communicate the outcome of the application in a timely manner.
- Disburse promptly all approved facilities upon request by our customers with proper and complete documentation.
- Ensure that the asset/property/documents/information submitted to us or kept in our custody will be protected in terms of its integrity and secrecy.
- Provide advice and solutions to the best possible on all inquiries and matters related to financing.
- Provide alternative platform for financing products information such as through our GrowYourBusiness microsite.
- Provide alternative medium which offers seamless and fast turnaround time for applying for financing such as online financing platform 24 hours a day throughout the year.
- Protect our customers personal data by adhering to the Personal Data Protection Act 2010 and ensure that all customers information are kept confidential and are not shared such information with third parties
- Inform the public on the latest developments of SMEs financing and the available financing schemes.
- Attend to any queries or feedback in a prompt and courteous manner.