

## **Frequently Asked Questions (“FAQs”)**

### **1. Am I eligible to apply for YYP financing?**

You are eligible if you fulfil the following conditions:

1. Working as a civil servant in Malaysia
2. A Malaysian citizen
3. Is currently 20-58 years of age. Maximum age for police customers is 55.
4. Permanent job with at least 1 year of service OR contract job with at least 2 years of service
5. Minimum gross monthly income of RM1,500
6. Not in bankruptcy process and/or a bankrupt

### **2. How can I apply for YYP financing?**

You may contact us as follows:

1. Our authorised marketing representatives as presented on our website; or
2. Contact our processing center at 03-4047 0957; or
3. Email us at [pertanyaan@yyp.com.my](mailto:pertanyaan@yyp.com.my)

### **3. What documents or information do I need to provide for my financing application?**

You will be required to provide:

1. A certified true copy of your Malaysian Identification Card (“IC”)
2. A certified true copy of your Police Identification Card (if applicable)
3. Certified true copies of recent 3 months payslips
4. Recent bank statement (salary account / account to receive financing)
5. Employment verification letter
6. Option letter, if applicable
7. Transfer letter / secondment letter, if applicable
8. Settlement statement, if applicable

} Certified by employer

A selfie with your IC will also be required if:

1. Your photocopy of IC is not clear
2. You are a new customer seeking a financing facility exceeding RM50,000

### **4. Why do I need to provide a selfie with my IC?**

The selfie is required for verification purposes in order to process your financing application. Verification processes are essential in order to mitigate fraudulent activities and/or identity thefts. The requirement for a selfie is imposed as an added due diligence to ensure there are no money laundering and terrorism financing activities. The collection of such information is mandatory to continue enjoying our financial services.

### **5. How do I amend my information after I submitted my application?**

To change your information after submitting your application, kindly contact the first contact personnel you have liaised with to submit your application, or refer question 2 above.

### **6. Are YYP personal financing products shariah compliant?**

Yes, YYP personal financing products are shariah compliant.

**7. How much can I borrow and for how long?**

Please refer to the following table:

	<b>Permanent staff</b>	<b>Contract staff</b>
	<i>RM</i>	<i>RM</i>
<b>Min Financing Amount</b>	West Malaysia: 3,000 East Malaysia: 2,500	West Malaysia: 3,000 East Malaysia: 2,500
<b>Max Financing Amount</b>	150,000	15,000
<b>Financing Tenure</b>	1 – 10 years*	1 – 10 years*

\*Subject to your personal background, credit profile, current financial situation and commitment.

**8. What is the profit rate for YYP financing products?**

The profit rate offered may be revised from time to time depending on our latest available products. Currently, our profit rate ranges from 6.99% p.a. to 9.99% p.a., which will be offered to you depending on your credit profile and financial behaviour.

**9. Are there any expenses or advanced instalments which I need to bear?**

Expenses will be deducted from your original financing amount and includes but not limited to, processing fees, brokerage fee, stamp duty, administration charges, subscription fee, membership fee and Goods and Services Tax (“GST”).

Advanced instalments will be dependent on the product offered to you based on your credit profile and financial behaviour and will also be deducted from your original financing amount. It is usually between 0 to 2 months instalments.

**10. What is the net financing amount that I will receive?**

The net financing amount is in the range of 70% – 80% depending on the product offered to you after netting off all necessary fees. This will be communicated clearly to you for your consideration before your confirmation to proceed with the financing application.

**11. When and how do I receive my financing?**

You should receive your financing proceeds within 2-3 working days, subject to complete documentation, employer verification and customer confirmation. Proceeds will be debited to your account through telegraphic transfer.

**12. How does the financing repayment process work?**

Financing repayments are made on a monthly basis via non-discretionary salary deductions processed by the Angkatan Koperasi Kebangsaan Malaysia Berhad (Angkasa). In the event the salary deductions are not activated, you may contact our processing center at 03-4047 0957 to arrange for repayments on outstanding amounts owing to us. Notwithstanding that, you are responsible in ensuring that the repayments are promptly made every month until they are fully settled.

**13. When does my repayment begin?**

Your financing repayment will be reflected in the payslip 1 month after you receive your financing proceeds. For example, your repayment will begin in February 2018’s payslip upon receiving your financing proceeds in January 2018.

**14. Can I pay off my personal financing earlier?**

Yes, early settlement of your financing is allowed. However, rebates for early settlement will be at our full discretion and subject to our internal policies which may be revised from time to time. Please refer Application > FAQ to download the request form.

**15. How do I withdraw or cancel my application?**

Please refer to the following table:

	<b>Within 14 days from date of agreement</b>	<b>After 14 days from date of agreement</b>
<b>Before financing is disbursed</b>	Contact the first contact personnel you have liaised with to submit your application.	Contact the first contact personnel you have liaised with to submit your application.
<b>After financing is disbursed</b>	Contact the first contact personnel you have liaised with to submit your application. You are required to return the debited financing including any processing fees incurred.	Contact the first contact personnel you have liaised with to submit your application. You must early settle your financing in order to close your account.

**16. Will I be notified of my application if my application is approved/rejected/cancelled?**

To receive an update on your current application status, kindly contact the first contact personnel you have liaised with to submit your application.

**17. Why is my application rejected?**

Applications who do not meet the requirements as listed in question 1 may be disqualified. Your application may also be rejected depending on your credit profile, current financial situation and commitment.