


PRODUCT DISCLOSURE SHEET

<p>PRODUCT DISCLOSURE SHEET</p> <p>(Read this Product Disclosure Sheet before your business/company decides to take up the product. Be sure to also read the bank's terms and conditions, which includes terms in the Facility Offer Letter and the Bank's Standard Trade Terms (available at https://www.gbm.hsbc.com/gtrfstt or upon request).)</p>	<p>HSBC Bank Malaysia Berhad (HSBC)</p>  <p>EXPORT PACKING CREDIT</p> <p><Date></p>						
<p>1. What is this product about?</p> <p>Export Packing Credit (PC) is a Pre-shipment working capital finance which finances an exporter's production costs i.e. after goods have been manufactured but before they are shipped. This will ease the exporter's cash flow while the goods are being packed and waiting for shipment.</p> <p>PC can be obtained in Ringgit or foreign currency and should be drawn against valid export Documentary Credits (DCs) held by HSBC. Additionally, drawings may be allowed against confirmed orders, which will be followed by export DCs from a specific reputable buyer of international standing.</p> <p>PC is calculated based on the prevailing published reference rate (e.g. Base Lending Rate, KLIBOR, Risk Free Term Rates such as Term SOFR, SONIA for GBP, or EURIBOR) or funding cost of the relevant currency for Foreign Currency Loans fixed for the duration of the loan at the time of application.</p> <p><u>Standard Cut-Off Times</u> Standard Cut-Off Times (Monday to Friday except for public holidays) for settlements are subject to the respective foreign currencies cut-off time and provided that complete information is received: -</p> <ul style="list-style-type: none"> • Cross Border Payments - 12.00 p.m. (exclude AUD & JPY) • Cross Border Payment - 10.00 a.m (for AUD & JPY) • Ringgit Payments (Rentas) – 11.00 a.m. <p>Note: Service delivery standards shall depend on customer's grouping as "Premier" or "Standard" or as agreed in customer's legal agreements. Kindly contract the Client Services Team for further details on other cut-off times not mentioned above.</p>							
<p>2. What do I get from this product?</p> <p>Your business/company will be able to access working capital financing and better cash flow management prior to shipment / delivery of goods. Export Packing Credit helps you to fulfill your orders, enabling you to offer more competitive terms to trading partners.</p> <p>Interest is charged at an agreed percentage per annum above the prevailing Ringgit / foreign currency rate as stipulated in the Facility Offer Letter.</p>							
<p>3. What are my obligations?</p> <p>Your business/company will need to repay the full value of the loan(s) from the proceeds of the related export DC negotiations including any interest charged as applicable. No rollovers at maturity are permitted.</p>							
<p>4. What are the fees and charges I have to pay?</p>							
<p>Key Charges for Export Packing Credit includes: -</p>							
<table border="1"> <thead> <tr> <th>Key Charges</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>Interest Rate</td> <td>Export Packing Credit is calculated based on the prevailing published reference rate (e.g. Base Lending Rate, KLIBOR, Risk Free Rates such as SONIA for GBP, and EURIBOR) or funding cost of the relevant currency for Foreign Currency Loans fixed for the duration of the loan at the time of application.</td> </tr> <tr> <td>Other charges</td> <td>Please refer to our schedule of tariff and charges at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges for full list of charges.</td> </tr> </tbody> </table>	Key Charges	Description	Interest Rate	Export Packing Credit is calculated based on the prevailing published reference rate (e.g. Base Lending Rate, KLIBOR, Risk Free Rates such as SONIA for GBP, and EURIBOR) or funding cost of the relevant currency for Foreign Currency Loans fixed for the duration of the loan at the time of application.	Other charges	Please refer to our schedule of tariff and charges at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges for full list of charges.	
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	<p>The fees and charges above may be updated from time to time and in case of inconsistency, the fees and charges stated in the prevailing standard tariff and charges (which is available at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges) shall prevail over the fees and charges stated in this document.</p>
<p>5. What if I fail to fulfill my obligations?</p>	
<p>Right To Set-Off In the event of a default, your business/company will need to pay all additional interest, costs, charges and expenses incurred until the loan is fully repaid, which will be debited and/or set off from any credit balance(s) in any of your business/company's account(s).</p> <p>Late payment fee is at 1% over and above the prescribed interest rate as stipulated in the legal agreement with customer (e.g. Facility Offer Letter); OR 3.5% above the bank's prevailing Cost of Funds.</p> <p>Please refer to our schedule of tariff and charges at https://www.business.hsbc.com.my/en-gb/my/generic/rates-tariff-and-charges for more information.</p>	
<p>6. What if I fully settle the loan before its maturity?</p>	
<p>A Ringgit loan can be fully settled before its maturity but early settlement of a foreign currency loan is normally not permitted. If an early retirement of foreign currency loan is allowed/approved by HSBC, an appropriate compensation charge (conclusively calculated by the Bank) will be levied and can only provided to your business/company at the time of request for consideration.</p>	
<p>7. Do I need any insurance / takaful coverage?</p>	
<p>Whilst you do not specifically need to take up any insurance / takaful coverage for this product, you are encouraged to consider taking up appropriate coverage to protect your goods / business such as Marine Cargo Insurance, Fire Commercial or Flexi Business Shield. Please contact your Relationship Manager for further details.</p>	
<p>8. What are the major risks?</p>	
<p>There is minimum risk in terms of changes in interest rates during the tenure of the loan as the financing rate is locked in for the duration of the loan tenure. However, your business/company may face foreign exchange risk for the life of the foreign currency loan.</p> <p>If your business/company has problems meeting loan obligations, contact us early to discuss repayment alternatives.</p>	
<p>9. What do I need to do if there are changes to my contact details?</p>	
<p>It is important that the Bank is informed of any change in your business/company's contact details to ensure that all correspondences reach your business/company in a timely manner. Changes in your business/company's contact details should be formally submitted in writing and duly authorized by the company's authorized signatories. Please contact your Relationship Manager for further clarification.</p>	
<p>10. Where can I get further information?</p>	
<ul style="list-style-type: none"> • Should you require additional information about taking up Export Packing Credit, please refer to the <i>bankinginfo</i> booklet on 'Small and Medium Enterprises - Financing Products for Your Business – Trade Financing', available at www.bankinginfo.com.my. <p>Kindly take note that the products available in the <i>bankinginfo</i> booklet refers to financing products in general, and may not be an exact representation of products offered by the Bank</p> <ul style="list-style-type: none"> • If you have any enquiries, please contact your Relationship Manager or Trade representative or visit our website at: https://www.business.hsbc.com.my. 	
<p>11. Where can I get assistance and redress?</p>	
<ul style="list-style-type: none"> • If you have difficulties in making payments, you should contact your Relationship Manager earliest possible to discuss payment alternatives. • If you wish to speak to our Trade representative, you may contact us at: Client Service Team 	

Tel: 1-300-88-1099
 Email: grf.client.services.my@hsbc.com.my

- You may also 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 and debt restructuring for individuals and SMEs. You can contact AKPK at:

Level 5 and 6, Menara Bumiputra Commerce,
 Jalan Raja Laut
 50350 Kuala Lumpur
 Tel: 03-2616 7766 (Monday to Friday; 9am - 5:30pm local time)
 Email: enquiry@akpk.org.my

- If you wish to complain, please contact the following: -

If you wish to complain on the products & services provided by us, you may contact us at:	If your query or complain is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:
HSBC Bank Malaysia Berhad Customer Experience Team, Level 30, Menara IQ Persiaran TRX 55188 Tun Razak Exchange, Kuala Lumpur Malaysia Telephone: +603-2075 6235 Facsimile: +603-88942811 Operating Hours: (9.00am to 4.00pm–Monday to Friday) E-mail: complaints@hsbc.com.my	Bank Negara Malaysia Jalan Dato' Onn, P.O. Box 10922 50929 Kuala Lumpur. Tel: 1-300-88-5465 (1-300-88-LINK) (Overseas: 603-2174-1717) Fax: 603-2174 1515 Web form: eLINK at https://telelink.bnm.gov.my/ Operating Hours: 9.00am to 5.00pm–Monday to Friday General Number: 603-26988044/2698 9044/9179 2888

OR alternatively, you may file your dispute with Financial Markets Ombudsman Service (FMOS) as follows:

<p><u>By fax/email/post</u></p> <p><i>Chief Executive Officer</i> <i>Financial Markets Ombudsman Services (Reg. No: 200401025885)</i> <i>14th Floor, Main Block,</i> <i>Menara Takaful Malaysia</i> <i>No. 4, Jalan Sultan Sulaiman</i> <i>50000 Kuala Lumpur.</i></p>	<p><u>In Person (walk-in)</u></p> <p><i>Financial Markets Ombudsman Services (Reg. No: 200401025885)</i> <i>14th Floor, Main Block,</i> <i>Menara Takaful Malaysia</i> <i>No. 4, Jalan Sultan Sulaiman</i> <i>50000 Kuala Lumpur.</i></p>
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12. Other trade loans available?

Other trade finance solutions includes (but not limited to):-

- Receivables Financing
- Supply Chain Financing
- Pre/Post-Shipment Buyer Loans (including Bankers Acceptance)
- Pre/Post-Shipment Seller Loans (including Bankers Acceptance)
- Documentary Credit Issuance / Shipping Guarantee
- Bank Guarantee / Standby Documentary Credit Issuance
- Export Bills Purchased
- Export Documentary Credit Negotiation
- Export Credit Refinancing

Please also contact your Relationship Manager or Trade Representative for details of other Non-Financed Trade Services and/or further discussion on appropriate financing solutions that caters to your company's best interest.

IMPORTANT NOTE(S):

- **Your business/company will be classified as bad and doubtful after 3 months / 90 days default in any loan/facility repayments and this trade facility may be withdrawn/cancelled.**
- **You are advised to go through and understand the information in this Product Disclosure Sheet. HSBC**

recommends that before you make any decision or accepting any of the Bank's terms and conditions for this product (for example, terms and conditions found in facility offer letter, or the Bank's Standard Trade Terms, etc) you should consult with qualified professional advisers to obtain the appropriate financial, legal, accounting, tax or other advice which is suitable for your business, as well as to ensure adequate understanding of your key contractual obligations under these terms and conditions. We are always ready to assist and provide clarification if you are in doubt. Should you require any support, kindly reach out to your Relationship Manager or the relevant HSBC officer. Your subsequent application for the trade service/facility is deemed as having an understanding of the relevant product (and you have sought for clarification, if required).

- **The Customer hereby acknowledges and agrees that by signing this document (or by way of an email confirmation provided to HSBC) all the terms and conditions of the Product Disclosure Sheet have been explained to them.**

The information provided in this disclosure sheet is valid as at <insert date>.

Name:
Designation:
Company Name:
Date: