

## **FREQUENTLY ASKED QUESTIONS (“FAQS”)**

### **1. Who is Yayasan Ihsan Rakyat (“YIR”)?**

YIR is a **foundation with a company registration number 201201017719 (1003231-A)** limited by guarantee and incorporated under the Companies Act 2016. It is **NOT** a co-operative society under the Co-operative Societies Act 1993.

### **2. What are the products offered by YIR?**

YIR offers unsecured Shariah compliant personal financing products exclusively for Malaysian civil servants and selected statutory bodies and government linked companies employees only. Profit rates of YIR products are calculated based on fixed rates and credit assessment.

### **3. Am I eligible to apply for YIR financing?**

You are eligible if you fulfil the following conditions:

- a. Malaysian civil servants and selected statutory bodies and government linked companies employees
- b. Malaysian citizen
- c. Aged 20-58. Maximum age for customers who are police officers is 55
- d. Permanent job with at least 6 months of service
- e. Minimum gross monthly income of RM1,500
- f. Not in bankruptcy process and/or a bankrupt
- g. Pass the credit score of YIR

### **4. How can I apply for YIR financing?**

You may download the application form from this link <https://bit.ly/32buqWO> or contact our In-House Sales with contact details stated at Q34.

### **5. What are the documents or information required to apply for YIR financing?**

You will be required to provide:

- a. A photocopy of your Malaysian Identification Card (“IC”)
- b. A photocopy of your Police Identification Card, if applicable
- c. Certified true copies of recent 3 months payslips – certified by employer
- d. Recent bank statement (salary account / account to receive financing)
- e. Employment verification letter
- f. Option letter, if applicable
- g. Transfer letter / secondment letter, if applicable
- h. Settlement statement, if applicable

### **6. Do I have to provide other personal information, e.g. credit reports?**

No. However, your consent to provide us access to your credit report is required in order to process your financing application. Your credit information will be used as part of our consideration when offering our financing products.

### **7. Is guarantor or collateral required?**

No guarantor or collateral is required for YIR personal financing products.

**8. Are the personal information I provided for my application secured?**

Your personal information is stored securely in accordance with our Terms of Use and Privacy Notice. We keep, protect and process your personal data in a secured manner by maintaining physical, electronic and procedural safeguards in compliance with the laws of Malaysia. In view of the Personal Data Protection Act 2010, we have taken steps to ensure that we are in compliance with the Act. We will, as far as practicable, aim to prevent any unauthorised and/or unlawful processing of, and the accidental loss, destruction or damage to your personal data. Please refer to our website's [Terms & Conditions](#) and [Privacy Notice](#).

**9. How do I amend / update my information after I submitted my application?**

To change or update your information after submitting your application, kindly contact our Marketing Representative facilitating your application, or refer Q34.

**10. Are YIR personal financing products Shariah compliant? What is the Shariah concept used?**

Yes, YIR personal financing products are Shariah compliant, certified by a Shariah advisory body.

The Shariah concept used is Murabahah, which refers to a sale based on cost plus where acquisition cost with the seller's (YIR) profit are disclosed to the purchaser (customer) at the time of the contract.

**11. What is the facility amount and financing tenure that I can apply for?**

Please refer to the following table:

	<b>Permanent staff</b> <i>RM</i>
<b>Min financing amount</b>	West Malaysia: 3,000 East Malaysia: 2,500
<b>Max financing amount</b>	150,000
<b>Financing tenure</b>	1 – 10 years*

*\*Subject to credit assessment.*

**12. What is the profit rate for YIR 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 6.50% p.a. to 9.99% p.a., which will be offered to you depending on your credit profile and financial behaviour. The profit rate will remain the same as stated in your agreement throughout the financing tenure.

**13. Is there any cash rebate offered for YIR personal financing applications?**

YIR personal financing applications do not offer any cash rebates, cash back or cash rewards.

**14. Is there any fee or advanced instalment which I need to bear?**

All applicable fees will be deducted upfront from your original financing amount and include but not limited to, processing fee, brokerage fee, stamp duty, administration charges, subscription fee, and Sales and Services Tax (SST), where applicable. Advanced instalments, between 0 to 3 months instalments, will be dependent on the product offered

**14. Is there any fee or advanced instalment which I need to bear? (cont'd)**

to you based on your credit profile and financial behaviour and will also be deducted upfront from your original financing amount. No legal fees or payments to third parties will be imposed after you received your financing.

**As these fees are already deducted, you are not required to pay further to anybody else any further fees under any circumstances. Please contact our Customer Service Centre as provided in Q34 if you are asked to pay any additional fees by the Marketing Representative immediately.**

**15. Is there any insurance or Takaful coverage for my financing?**

There is no insurance or Takaful coverage for YIR financing products.

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

The net financing amount is the amount after netting off all necessary fees and is dependent on the product offered to you. This will be communicated clearly to you for your consideration before your confirmation to proceed with the financing application during the *akad* process.

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

Your personal financing application will be processed and disbursed within 48 hours, subject to complete documentation, employer verification and customer confirmation through *akad*. Proceeds will be credited to your account through telegraphic transfer.

**18. What is *akad*?**

*Akad* is a promise between two parties whereby YIR offers customers to enter into a personal financing transaction and the customer agrees to accept the offer. Customers must understand the questions and / or confirmations enquired during the *akad* process and provide the appropriate responses. Acceptance or rejection of the offer by the customer must be made clear before the agreement can be completed. All conversations during *akad* are recorded.

**19. Will I be notified once my application is approved / rejected / cancelled?**

We will contact you for customer confirmation and verification (*akad*) during our application processing. You will be notified via email once your financing is transferred to your account after your application is approved and you have accepted the offer during the *akad* process. For this reason, your email must be provided.

Kindly note that YIR reserves the right of termination as detailed in Q21 below.

To receive an update on your current application status, kindly contact the Marketing Representative facilitating your application.

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

**a. Customer's right of cancellation**

Customer reserves the right to cancel the financing facility at any time before or after disbursement.

**20. How do I withdraw or cancel my application? (cont'd)**

**b. Before financing is disbursed**

You may withdraw or cancel your application by declining the offer and stating your desire to do so during the *akad* process. Otherwise, please contact the Marketing Representative facilitating your application.

**c. After financing is disbursed**

You may only cancel or withdraw your application within 14 days from the date of agreement if the financing has been disbursed to you. The full debited financing amount must be returned to YIR and a compensation fee of RM250 will be charged.

After 14 days from the date of agreement and disbursement, cancellation or withdrawal will constitute as an early settlement. You will be required to pay YIR the Selling Price owed from the financing facility and any rebates will be upon the sole discretion of YIR. Please refer Q27 for rebate calculation method.

**21. Why is my application rejected/facility terminated?**

**a. Rejected applications before financing is disbursed**

Applications which do not meet the requirements as listed in Q3 may be disqualified. Your application may also be rejected depending on your credit profile, current financial situation and commitment.

**b. Terminated facilities after financing is disbursed**

YIR reserves the right to terminate disbursed facilities and accelerate payment of the facility and/or demand full payment within fourteen (14) days of written notice if any of the following events occur:

- Default in paying any instalments or payments and/or other monies when due and payable
- Presentation of a bankruptcy petition against the customer
- If the customer has become mentally unsound or deceased
- If any information provided by the customer is proven to be incorrect or misleading or contain material omission of facts
- If in the absolute opinion of YIR, the facility has not been operated satisfactorily
- If legal proceedings, suit for action of any kind whatsoever be instituted against the customer

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

Financing repayments are made on a monthly basis via non-discretionary salary deductions processed by the Accountant General's Department of Malaysia (AG). In the event the salary deductions are not activated, you may contact our Customer Service Centre as provided in Q34 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.

Direct debit facilities are also available if the salary deduction scheme could not be activated and / or is stopped. You are responsible for ensuring your direct debit account

**22. How does the financing repayment process work? (cont'd)**

details with YIR remain updated or to sign a new Direct Debit Authorisation Form for any changes to your direct debit account.

**23. Why is there a difference between the monthly instalment stated in the Commodity Sale Agreement (*Perjanjian Jualan Komoditi*) and my payslip?**

The difference comprises of charges imposed by AG, the party processing the salary deduction, and SST.

**24. How is the monthly instalment calculated?**

The monthly instalment calculation formula is as follows:

$$\text{Monthly instalment} = \frac{\text{Principal (P)} + (\text{P} \times \text{Tenure in years} \times \text{Profit rate})}{\text{Tenure in months}}$$

*\*Excluding 2.12% collection fee.*

**25. What happens if I overpaid my instalments for this month?**

All excess payments will be treated as prepayment and used to offset gross balance or amounts overdue. Prepayment does not amount to advanced instalment and will not result in lower profit payments or future instalment amounts. Repayment of the original instalment amount will still be required the following month.

Customers may request for refund in the event their salaries are over-deducted due to technical issues subject to no overdue payment in arrears. Please contact our Customer Service Centre as provided in Q34 to facilitate your refund request.

**26. 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 2019's payslip upon receiving your financing proceeds in January 2019.

**27. Can I pay off my personal financing earlier? What is the procedure?**

Yes, early settlement of your financing is allowed in 2 easy steps.

**a. Get your early settlement statement**

You will need to request for an Early Settlement Statement before paying off your personal financing. To get an Early Settlement Statement:

- Print out Customer Service Request Form (CSRF) available in <http://www.yir.com.my> at Download > Request Form.
- Email the complete Customer Service Request Form (CSRF) with signature, copy of NRIC copy (front and back) and bank statement/passbook to [pertanyaan@yir.com.my](mailto:pertanyaan@yir.com.my).


Processing fee of RM100.00 will be charged and included in the Early Settlement Statement (ESS). The Early Settlement Statement (ESS) processing period is one (1) month from the date the complete application is received.

**27. Can I pay off my personal financing earlier? What is the procedure? (cont'd)**

**b. Pay off and settle your account**

After receiving your Early Settlement Statement, you may proceed to pay off your outstanding financing based on the total amount advised in the statement.

Settlement may be in the form of refinancing through an external refinancier or direct payment through the following services:

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<b>Bill Code:</b> 9647
<b>Ref-1:</b> sila nyatakan no pinjaman anda
<b>Ref-2:</b> sila nyatakan no telefon anda

**JomPAY** online at Internet and Mobile Banking with your Current or Savings account
- Online Banking
- Cash Deposit Machine (CDM)

Rebates (*Ibra'*) for early settlement will be at our full discretion, subject to existing internal policies and calculated as follows:

Rebate (*Ibra'*) = Unearned Profit x Internal Policy Rate – Applicable Costs And Charges\*

*\*Including early settlement charges, committed funding costs, fees related to provision of early settlement services and other costs incurred / to be incurred as a result of early settlement.*

Rebates shall be reflected as a reduction in the unearned profit element of the financing facility, and not in cash payable to you. As such, the settlement amount is calculated as follows:

Settlement amount = Outstanding Selling Price – Rebate (*Ibra'*)

**28. Why do I need to pay RM100 for Early Settlement Statements**

A RM100 processing fee is charged to cover all necessary costs arising from processing your request, including the recalculation of profit for rebate consideration and the outstanding balance.

**29. Can I request to increase or reduce my financing tenure?**

No, increasing or reducing your financing tenure is not allowed. The financing tenure is fixed upon approval of the facility.

**30. What are the implications if I fail to fulfil my obligations?**

In the event you fail to service the instalments by the due date, the following late payment charges may be imposed:

**a. During Financing Period**

Late payment charges up to 1.0% per year will be imposed on the overdue instalments.

**30. What are the implications if I fail to fulfil my obligations? (cont'd)**

**b. After Maturity of Financing Period**

Late payment charges will be imposed based on the prevailing Islamic Interbank Money Market (IIMM) rate on the outstanding balance of the YIR Selling Price until full settlement of the YIR Selling Price. YIR Selling Price is defined as the agreed selling price payable by the customer for the commodity purchase as per the Commodity Sales Agreement.

**c. Default Payment**

In the event of default (non-payment) on one (1) or more monthly instalment, legal action will be taken if you fail to respond to the reminder notice.

**d. Right to Offset Amount Overdue**

If you have any amount overdue in any previous financing with YIR, YIR has the right to offset the amount overdue from the new financing amount before it is disbursed to you.

**e. Legal Action**

YIR reserves the right to take legal action and all costs will be borne by the customer. Legal action against you will affect your credit evaluation and cause future financing facilities to be more difficult or costly to obtain.

**31. Can I apply for more than one account under YIR Personal Financing?**

Yes, you can apply for YIR personal financing more than once subject to successful salary deduction activation of your previous account.

**32. Can I request for profit rate reduction?**


No, profit rates are fixed at the approval stage, depending on the credit assessment and salary deduction eligibility.

**33. Can I request YIR to disburse the facility amount to pay my other financing facility, e.g., credit card or personal financing consolidation?**

Yes, you can. You may inform us at the point of application and provide us the documents required for further arrangement.

**34. Where can I get assistance and redress?**

If you have any difficulties to fulfil your obligations or wish to submit a complaint on our products or services, please contact us at:

- In-House Sales : 03-4047 0827
- Customer Service Centre : 03-4047 0888
- Operation hours : Monday to Friday, 9.00am – 6.00pm (exclude public holiday)
- E-mail : [pertanyaan@yir.com.my](mailto:pertanyaan@yir.com.my)
-  : [PortalRasmiYIR](#)