

## Frequently Asked Questions (FAQ's)

**1. What is this product about?**

**Answer:** This is a micro financing facility, offered to GHL merchants only - individuals and companies (ie: Enterprise/Sdn Bhd).

**2. What do I get from this product?**

**Answer:**

- Financing amount range from RM5,000 to RM 100,000.00 (based on credit assessment).
- Financing tenure up to twelve (12) months (based on customer eligibility criteria).
- Interest rate as low as 1.25% per month depending on customer eligibility criteria.

**3. Do I need guarantor or collateral?**

**Answer:** No guarantor or collateral required.

**4. Is there any fee or charges involved?**

**Answer:** No upfront fee is charged by GHL except for stamp duty and attestation fee which will be borne by Borrower. Waiver of the stamp duty and attestation fee is subject to GHL's discretion. Attestation fees: RM20.00, stamping duty fees: (RM 0.5% x loan amount)+RM10.00

**5. Where can I apply for this product?**

**Answer:** The application of this product is handled via GHL's Sales team. On top of that, the product is currently offered to active GHL Group merchants via invitation and eligible new GHL merchants only. GHL Payments Sdn Bhd however may revise these criteria in future.

**6. Can I have more than one (1) active financing account?**

**Answer:** No. You can only have one (1) active financing account until full payments been made to the account. GHL Payments Sdn Bhd however may revise this criteria in future.

**7. What if I fail to fulfill my obligations?**

**Answer:**

- Late repayment fees will be charged.  
(8% x days/365 x monthly instalment which is overdue)
- GHL Payments Sdn Bhd reserves the right to take legal action and all costs incurred will be borne by the customer. This legal action will have an effect on your credit rating and may lead to difficulties in your future financing applications.

**8. What if I fully settle the financing before its maturity?**

**Answer:**

GHL Payments Sdn Bhd at its own discretion may grant rebate to Customer where there is:

- Early settlement or early settlement of the Facility; or
- Settlement of the original financing contract due to financing restructuring exercise; or
- Settlement by Customer in case of default; or
- Settlement by Customer in the event of termination or cancellation of financing before the maturity date.

**9. What do I need to do if there are changes to my contact details?**

**Answer:** It is important that you inform us of any change in your contact details to ensure all correspondence reaches you in timely manner. Please write-in to us at [creditunit@ghl.com](mailto:creditunit@ghl.com) or contact us at [+03-5623 6088](tel:+03-5623-6088)

**10. What if I have any inquiry or require assistance on my financing?**

**Answer:** Please write-in or contact us at the following details:

- E-mail: [creditunit@ghl.com](mailto:creditunit@ghl.com)
- Phone: [+03-5623 6088](tel:+03-5623-6088)

**11. Why should I pick micro-financing with GHL?**

**Answer:** Choosing GHL as your micro-financing partner will entitle you to the below:

- Interest as low as 1.25% per-month (15% per-annum)
- No processing fee
- Micro-size repayment amount (daily repayment)
- Flexible repayment with no prepayment penalty

**12. Why GHL when I can get cheaper rates from bank loan?**

**Answer:** GHL is here to provide value added services to our merchants including loans to supplement their working capital requirement. We encourage merchants to continue the relationship with banks as they are the core financier while GHL is here to bridge your working capital gap. Besides that, GHL will require very minimal documents as we know our merchants well to assess their creditworthiness.

**13. Can I request for restructuring of repayment schedule if I'm facing cash flow issue?**

**Answer:** Yes. You may do so by contacting your account manager or email to [creditunit@ghl.com](mailto:creditunit@ghl.com) on your request. We will review your request and contact you for more information if necessary and inform you on the outcome.

**14. Can I apply for higher loan amount?**

**Answer:** The approved loan amount is based on your previous transactions record with GHL hence if your transactions record improves we will be able to offer higher loan amount. Besides that, you may approach your account manager and provide additional information such as bank statements and financial statement to apply for higher loan amount.

**15. When can I receive my loan amount? or I do not receive my loan amount, who should I refer?**

**Answer:** You will receive your loan within 3 days from the day of loan approval.

**16. Can I change my loan amount after I signed my loan application?**

**Answer:** Loan amount is preapproved based on your credit worthiness. It can be change before the loan agreement is executed if the required loan amount is lower than the approved amount.

**17. How do I pay back to my loan amount?**

**Answer:** We will deduct the repayment from the settlement on daily basis. However, if the settlement is insufficient to repay the loan we will contact merchant to transfer the funds or execute e-mandate for auto debit.

**18. Where can I view my loan repayment progress?**

**Answer:** [Lending Self Service portal](#), you will receive the link via email

**19. How do I know you have deducted my loan installment?**

**Answer:** It will be reflected in the statement of account & [Lending Self Service portal](#)

**20. My loan installments are not tally with my own calculation, who should I refer?**

**Answer:** Please email [creditunit@ghl.com](mailto:creditunit@ghl.com)

**21. Is there Monthly Loan Statement will be emailed to me? if I do not receive it, who should I refer?**

**Answer:** You can download from [Lending Self Service portal](#)

**22. Will I receive my loan agreement & how do I get it?**

**Answer:** You will get it by email or download from [Lending Self Service portal](#)

**23. I forgot my loan details such as total loan amount, installment amount, tenure, who can help me?**

**Answer:** You can view all these details from [Lending Self Service portal](#)