

PRODUCT DISCLOSURE SHEET Please read this Product Disclosure Sheet before you decide to apply for the Export Collections product. Be sure to also read the terms and conditions in the Banking Facilities Letter of Offer (the “Letter”) and the Continuing Agreement For Negotiations/ Collections/ Advances (the “Continuing Agreement”) (which can be found at https://www.citibank.com.my/english/common/fee-charges-trade-GST.htm). Seek clarification from Citibank Berhad (the “Bank”) if you do not understand any part of this document or the general terms.	Citibank Berhad (Registration No. 199401011410 (297089-M))  EXPORT COLLECTIONS June 1, 2022
1. What is this product about?	
Export Collections is a collection service provided by the Bank (Remitting Bank) to an Exporter Seller facilitating their collection of export proceeds from their Importer (Buyer), through the Importer’s Banker (Issuing/Reimbursing Bank) in the Importer’s country. The Bank in this instance assumes the role of a Collection Agent for the Exporter. The handling by the Bank of the shipping documents is based on customer’s instructions in order to obtain payment or acceptance or based on other pre-determined terms and conditions in the Bank’s collection instructions. An export collections will take one of the following conditions: • Documents against Payment (D/P) The collection is payable upon presentation (at sight) and documents released to the Importer against payment of the amount due. • Documents against Acceptance (D/A) Documents are released to the Importer upon their acceptance of documents, payable at a fixed date in the future. Documents for collection are subject to Uniform Rules for Collections (URC), International Chamber of Commerce Publication No. 522 currently in force.	
2. What do I get from this product?	
• Service to route export documents via the bank and be assured of secure delivery of export documents to the Importer’s bank. • Promptly receive information on status of collection bills that are yet to be paid or accepted. • An accepted bill of exchange is legally binding to the drawee (Importer) – a form of security to Exporter.	
3. What are my obligations?	
In receiving documents for collection the Bank acts only as a collecting agent and has no obligation to examine the documents beyond the exercise of reasonable care. Therefore, you are required to provide clear instruction to the Bank on the handling of the documents.	
4. What are the fees and charges I have to pay?	

Key Charges	Description
Collection Commission	0.1% on Bill amount (Min MYR100, Max MYR200)
Commission in Lieu	MYR100
Cable Fees	MYR100
Tracer Fees	MYR100
Stamp Duties	As per Stamp Act 1949 (As revised from time to time)
Postage	Actuals, as per destination country
Other Fees	Please refer to our schedule of fees and charges at https://www.citibank.com.my/english/common/fee-charges-trade-GST.htm

5. What if I fail to fulfill my obligations? - Incomplete collection instructions from you may result in delays and/or non-payment and/or non-acceptance by the Buyer. - Additional cost may be incurred due to unnecessary communication between the Bank and the Importer's Bank. Bank's Right to Set-Off In the event of a default, you will need to pay all additional interest, costs, charges and expenses incurred until the loan is fully repaid. The Bank may debit or set off amounts you owe to the Bank against any credit balance(s) in any of your account(s) with the Bank. Legal Action Legal proceedings may be initiated against you if you fail to fulfil your obligations under the Letter, the Continuing Agreement and other agreements referred to in the Letter. In addition to the amount owing to the Bank, you may be liable to pay for all losses, costs and expenses (including legal fees) incurred by the Bank to recover the sums owed by you. Legal action against you may affect your credit rating leading to credit being more difficult or expensive for you.
6. What if I fully settle the loan before its maturity? Not Applicable.
7. Do I need any takaful/insurance coverage? Not Applicable.
8. Do I need a guarantor or collateral? Not Applicable.
9. What are the major risks? - The Export Collections is an uncommitted service. This means:- (a) the Bank has the right, at any time at its sole discretion, not to allow you to utilize the service; (b) the Bank has the right, at any time at its sole discretion, to modify, restructure, earmark, suspend or cancel the service. - There is minimal risk in terms of the services provided by the Bank under this Export Collections product. Key commercial risks involved under Export Collections are: (a) Insolvency of Importer or the Importer's Bank may result in non-payment and/or non-recovery of the shipping documents.
10. What do I need to do if there are changes to my contact details?

It is important that you inform us of any change in your contact details to ensure that all correspondence reaches you in a timely manner.

You may reach out to our service team at malaysia.citiservice@citi.com for instructions to change your contact details.

11. Where can I get assistance or file a complaint?

- If you have difficulties in making payments, you should immediately contact your Relationship Manager for assistance.
- If you wish to speak to our Service representative, you may contact us at: Citi Service Malaysia
Phone: (603) 2383 1111
E-mail: malaysia.citiservice@citi.com
- If you wish to register a complaint on the products or services provided by us, you may contact us at:
Citibank Berhad
Level 45, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur
Malaysia
[Email: malaysia.citiservice@citi.com](mailto:malaysia.citiservice@citi.com)
- If your query or complaint is not satisfactorily resolved by us, you may contact Bank Negara Malaysia LINK or TELELINK at:
Block D, Bank Negara Malaysia
Jalan Dato' Onn
50480 Kuala Lumpur.
Tel : 1-300-88-5465
E-mail : bnmtelelink@bnm.gov.my

12. Where can I get further information?

If you have any enquiries, please contact us at:

Citibank Berhad
Level 45, Menara Citibank
165 Jalan Ampang
50450 Kuala Lumpur
Malaysia

[Email: malaysia.citiservice@citi.com](mailto:malaysia.citiservice@citi.com)

13. Trade Window Operating Hours: 9.30AM to 5.30PM – Monday to Friday

The information provided in this disclosure sheet is valid as at 01/06/2022.